SIEMENS

User Manual

HiPath 3000/5000
HiPath optiClient 130
Version 4.0

May 2003

OP5374-00

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May 2003

Job No. 5374

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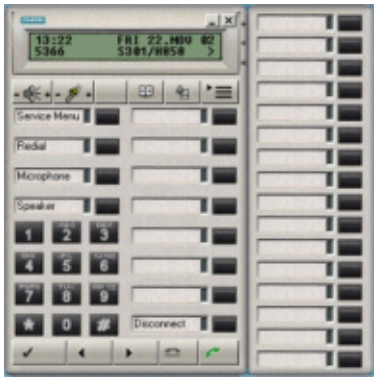
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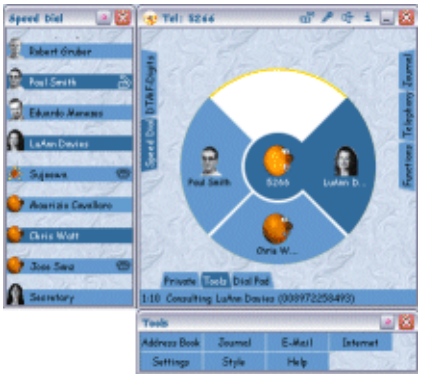
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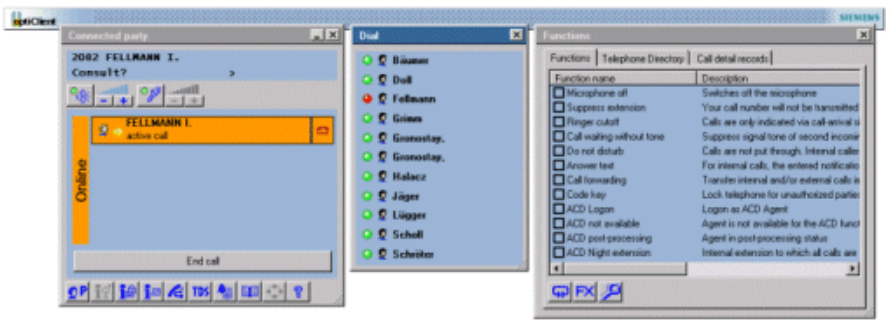
SIEMENS

HiPath 3000/5000 V4.0
optiClient 130

M . .







1P A31003-G2540-A100-3-76A9

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.

The required features should therefore be specified in each individual case at the time of closing the contract.

© AG 2003 • I. C N , H . 51, D-81359 M . , G .
R J N .: A31003-G2540-A100-3-76A9
P F R J G .
J . R J .

H P 3000/5000 4.0
C 130

M

A31003-G2540-A100-3-76A9

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1 Introduction and Important Notes

optiClient 130 V4.0. **optiClient 130 ( ) optiClient phone optiClient office optiClient easyCom**

General Information

HG 1500 HiPath 3000/5000 4.0 LAN :

HiPath 3000/5000 V4.0	V3.0 or earlier	V3.0 or later
•	3 HG1500 48 HG1500 (16)	8 HG1500 96 500 (LAN, 16 HG1500).
•	2 HG1500 48 (8)	4 HG1500 48 (LAN, 8 HG1500).
•	1 HG1500 48 (8)	2 HG1500 48 (LAN, 8 HG1500).

1.1 Hardware and Software Requirements

Hardware

- M RAM 130 /:

	Windows 98SE	Windows 2000	Windows XP
P	P II 233 MH	P III 450 MH	P III 450 MH
RAM	64 MB	128 MB	256 MB

- M RAM 130 C:

	Windows 98SE	Windows 2000	Windows XP
P	P II 450 MH	P III 450 MH	P III 450 MH
RAM	128 MB	256 MB	256 MB

130 PC CP 130 CP

P R CD 130.

- 150 MB
- CD-ROM
- E (Q 802.1)
- F -
- I :

  M ( )

  or

  2000.

Software

- O 98 E, 2000 (P2)
- CD

1.2 Target Group and Requirements

Prerequisites

1.3 Safety Information

Only

- R
- A

Types of safety information

Danger

D

Warning:

Caution

H

Further symbols for defining the source of danger in greater detail[1]:

E D*

L

* E

1.

1.3.1 Safety information: Danger

- H
- O (100 - 240 AC).
- D PC
- E D
- E

1.3.2 Safety information: Warning

- (A .)
- H

1.3.3 Safety information: Caution

- P).
- A PC
- D
- (E D):

  A PC

  PC

  A PC PC

  O

- I

1.3.4 General Notes

- H
- B
- A
- C
- D

1.4 Data Protection and Data Security

Conscious action helps maintain data protection and data security:

- E.
- E.
- P
- E.

Work together with your contacts at the customer's company: This creates mutual confidence and reduces your own workload.

2 Installation

- G
- C
- C
- C

2.1 General Information

QoS (Quality of Service)

.) n n J .) : .) , Q J :)) . J :) n n . J J : : (J C : : / :) : Q) J).

Configuring location properties

C .) PC J)) : n) J) PC) . n) C .) (. . ; J) Q R P J J)).

Internet Explorer

I.))) C .) 130 , .) I.) .) E 4.0.1 J P J 2)) .

Installation Medium/License

A CD) J . n) C .) 130:

- **HiPath 3000/5000**
  optiClient 130 V4.0
  System CD
  P30370-P182-A1-*
- **HiPath 3000/5000**
  optiClient 130 V4.0 Upgrade
  System CD
  P30370-P183-A1-*

J . n) J) CD J .

A J .) J ! N J n . J . n J . n J n .) .

Installation Components

C 130 :

C 130 ( )

C 130 2 API P .
P C 130;
J API ( )

2.2 Configuring/installing Quality of Service

General

C 130 Q (Q) -
" " PC:

- 2000 / P:
  Q -
- 98 E:
  O. Q . N -

I Q PC.
IP :

- N
- R :

Q (IP).

I IP, (64 K I DN -
) IP. A), -
I. H P , IP . Q
A- -
J. I. , - -
J: L 2 3:

- I. L 2, 802.1 (802.1Q).

- I. L 3, D C P (D CP) -
( ) IP .

IEEE802.1 P) .

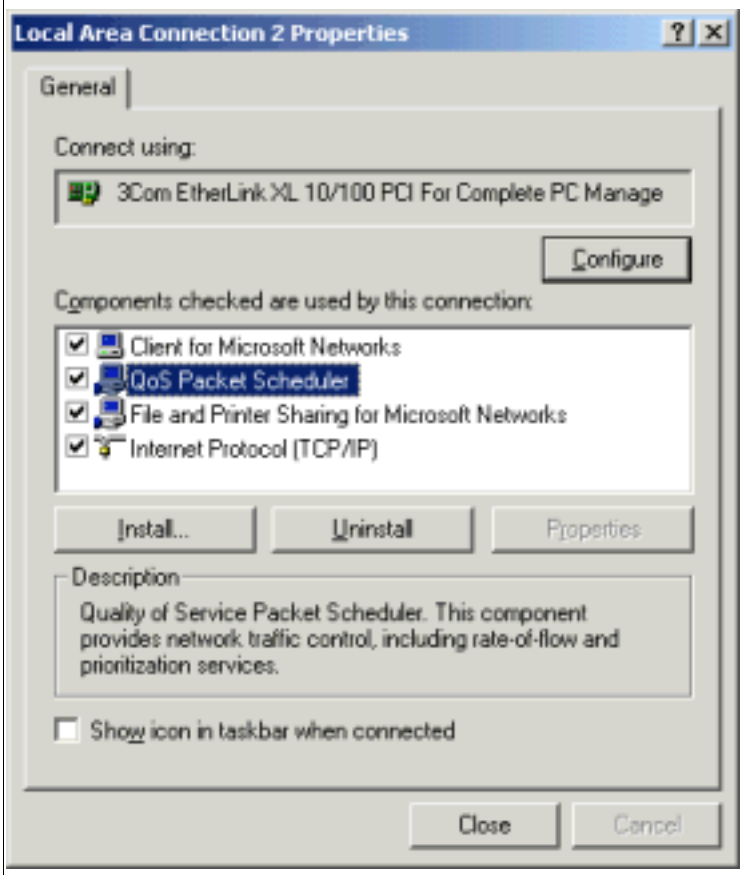
QoS activation for the optiClient

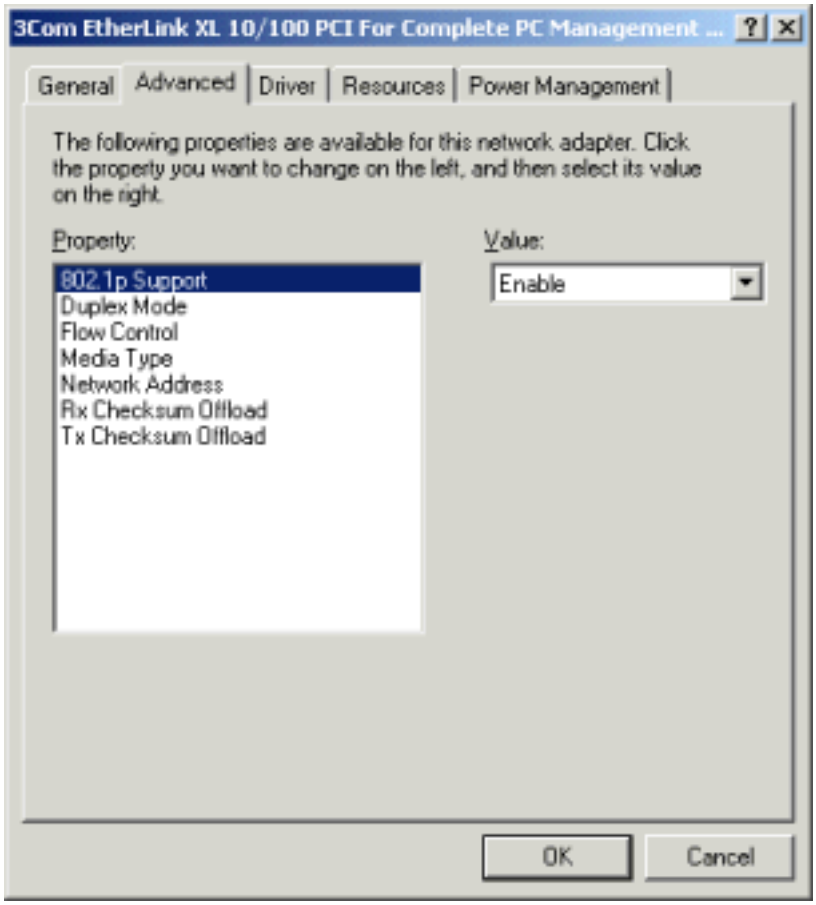
1. 2000 (3.2.3, C P PC P).
2. PC , .
3. PC .

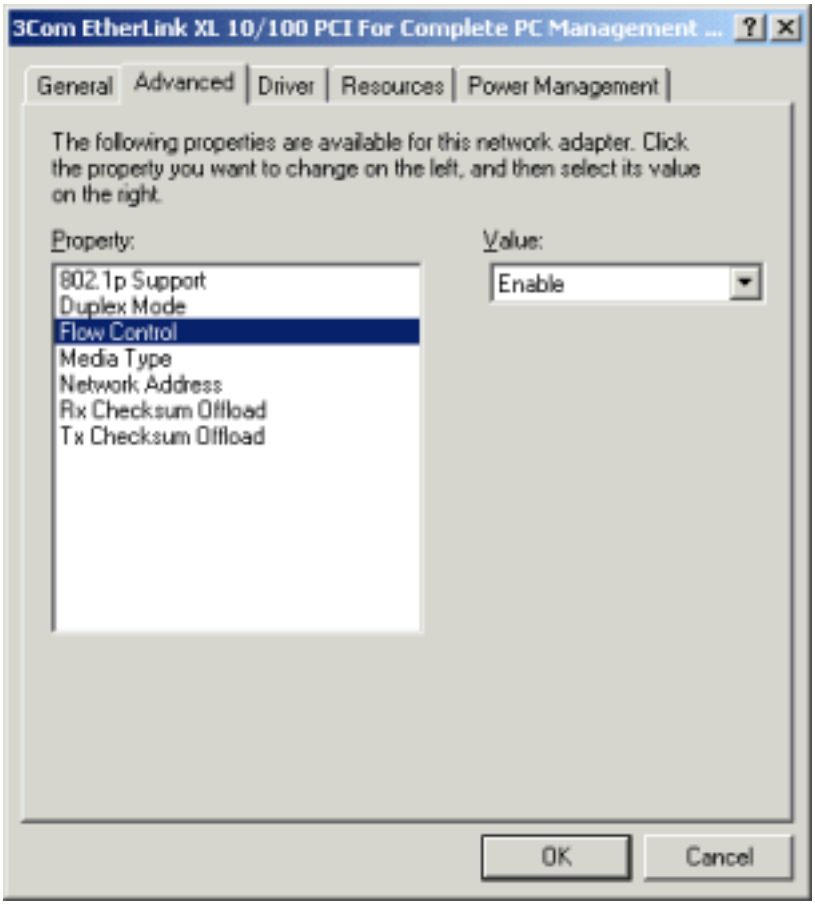
To install and configure QoS on the client PC, proceed as follows:



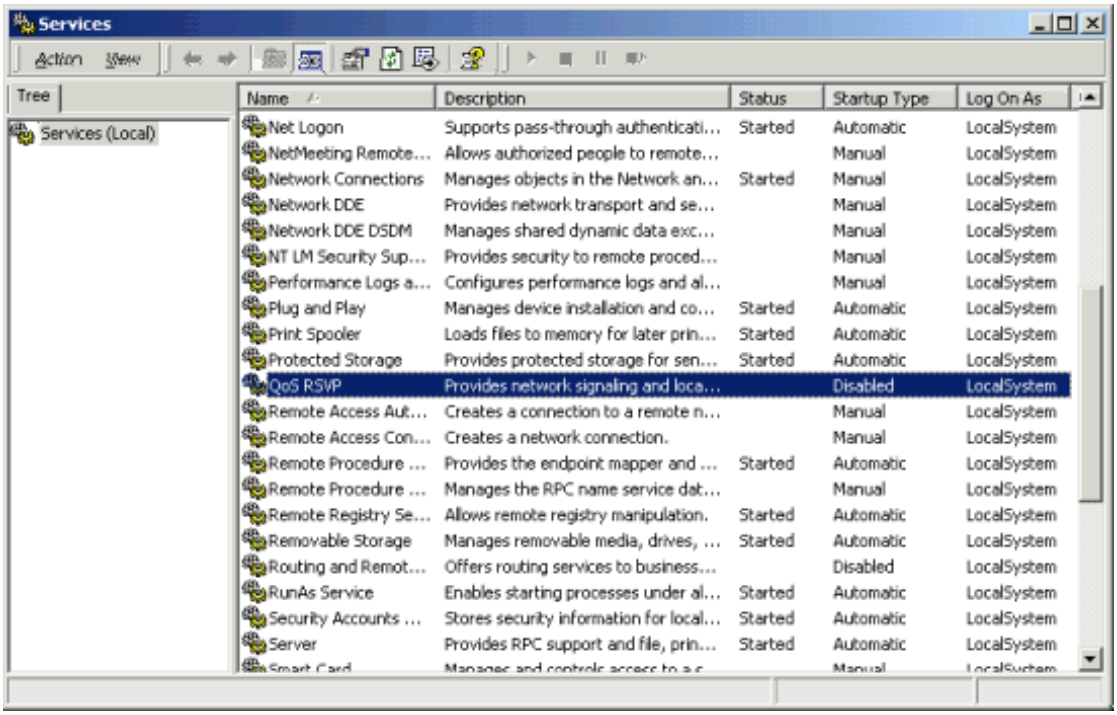
Step	Procedure
1	O M N P .
2	I **Network and Dial-up Connections** , L A C . P . • Q 3 Q . • 4.
3	**Local Area Connection Properties** . • Q P 4 Q . • 6.
4	**Install.... Select *Service*** **Network Component Type** **Add....**

Step	Procedure
5	**Select Network Service** **QoS Packet Scheduler** **OK**. **Display** 
6	**Configure** **Advanced Settings**

Step	Procedure
7	**Enable 802.1p Support :** **Display** 

Step	Procedure
8	**Enable** **Flow Control**: **Display** 
9	• **OK** • **Local Area Connection Properties** **OK**. • **Network and Dial-up Connections** PC.

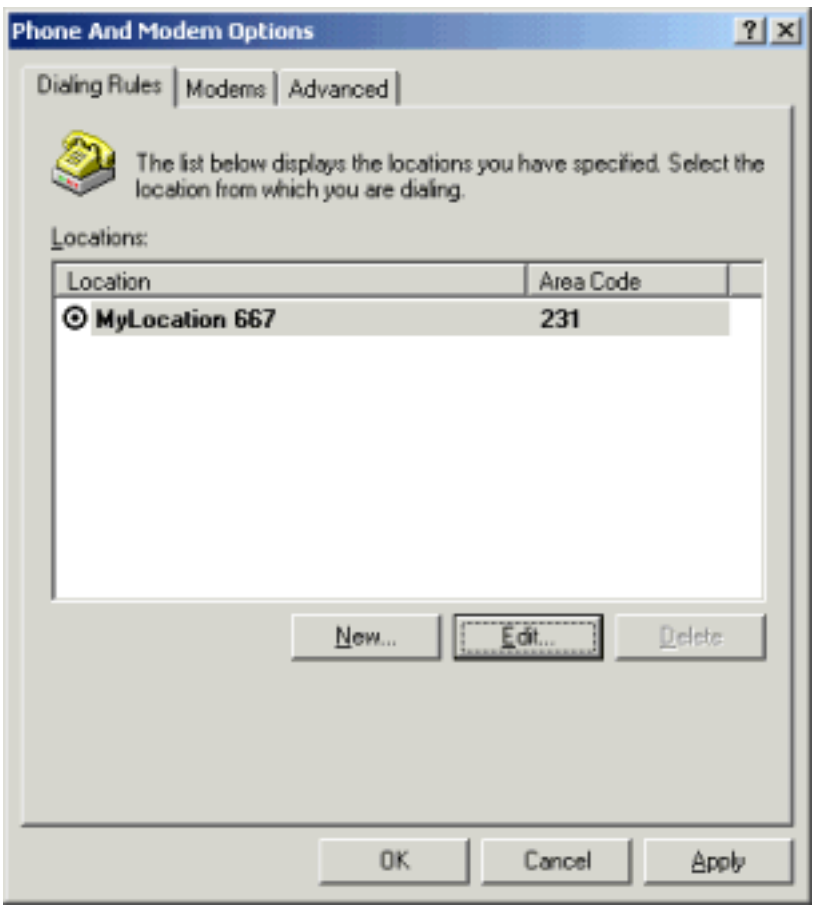
QoS RSVP service deactivation

Step	Procedure
1	**Display** 
2	**QoS RSVP** **Stop**.
3	

2.3 Configuring Location Information

General Information

I[illegible] C[illegible] 130[illegible]

Step	Procedure
1	[illegible] - C[illegible] P[illegible] - P[illegible] M[illegible] O[illegible] : **Display** 

A31003-G2540-A100-3-76A9, 04/2003

2.4 optiClient Installation Procedure

Step	Procedure
1		CD	CD-ROM		

Shortcuts on the Desktop



3 First Steps and User Configuration

- G
- A
- P
- L
- L
- P
- E C / J / C

3.1 General

Profile File

Default Settings in the Profile File

optiClient Admin

Central Access to the Profile File

optiClient Admin

PC Performance

optiClient Admin

License information

optiClient Admin

Personal phone book

optiClient Admin

3.2 Working with the Administration Tool

- C
- C
- C
- C

General

- PC
  - D
  - P
  - P
- P

Starting the administration tool:

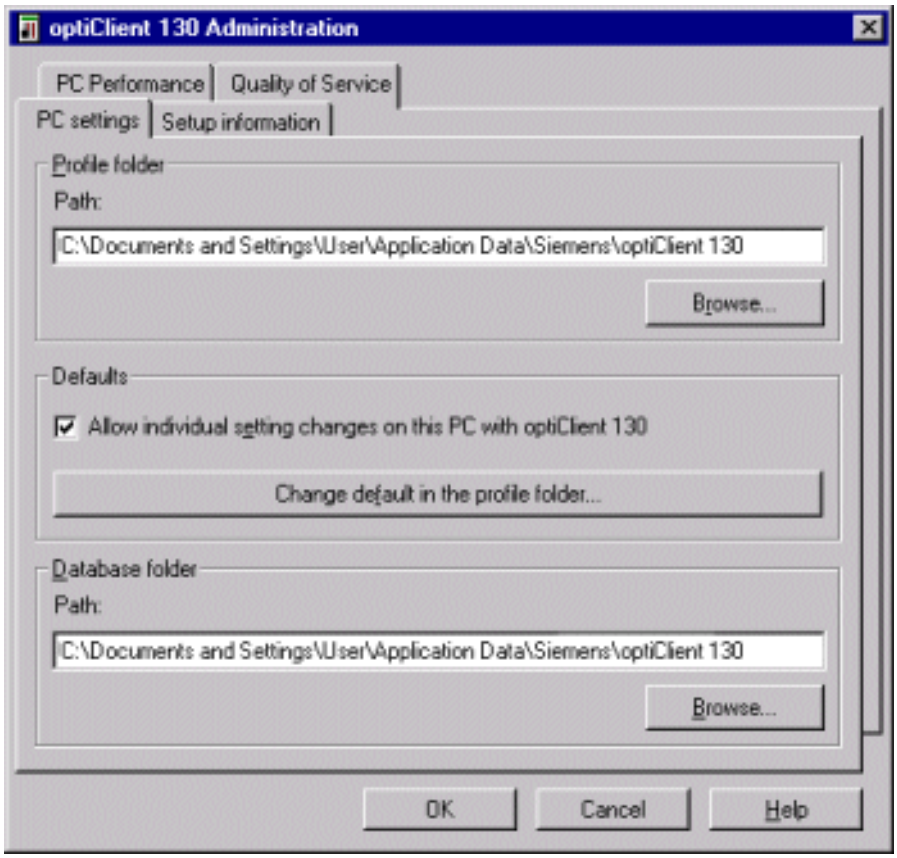
optiClientAdmin.exe,
C:\Program Files\Siemens\optiClient 130 V4\Client).

3.2.1 Configuring PC settings

To configure the parameters for the PC settings, proceed as follows:

1. A **PC settings** .

Display



2. **Profile folder** **Path** .
profile.cfg.

3. **Allow individual setting changes on this PC with optiClient 130 V4**.

4. **Change default in the profile folder.**

Default values

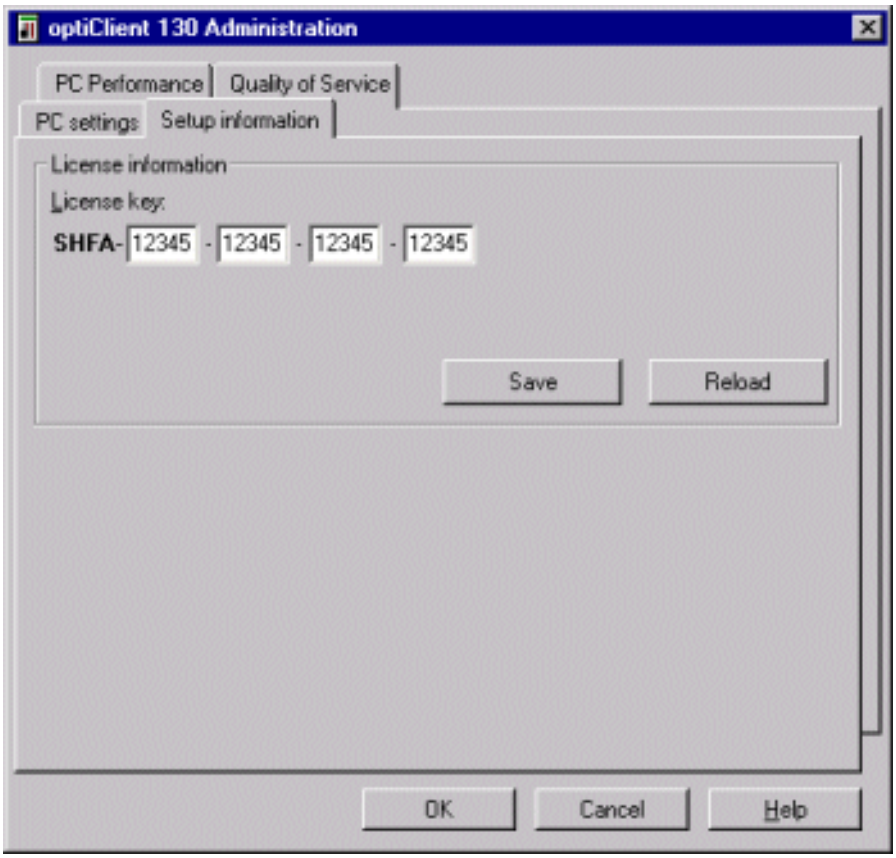
General parameters (default)

3.2.2 Configuring Setup information (License information)

To configure Setup information, proceed as follows:

1. **Setup information**

Display



2. **License key** . **Save** . **Reload** .

3. **OK** **Cancel** .

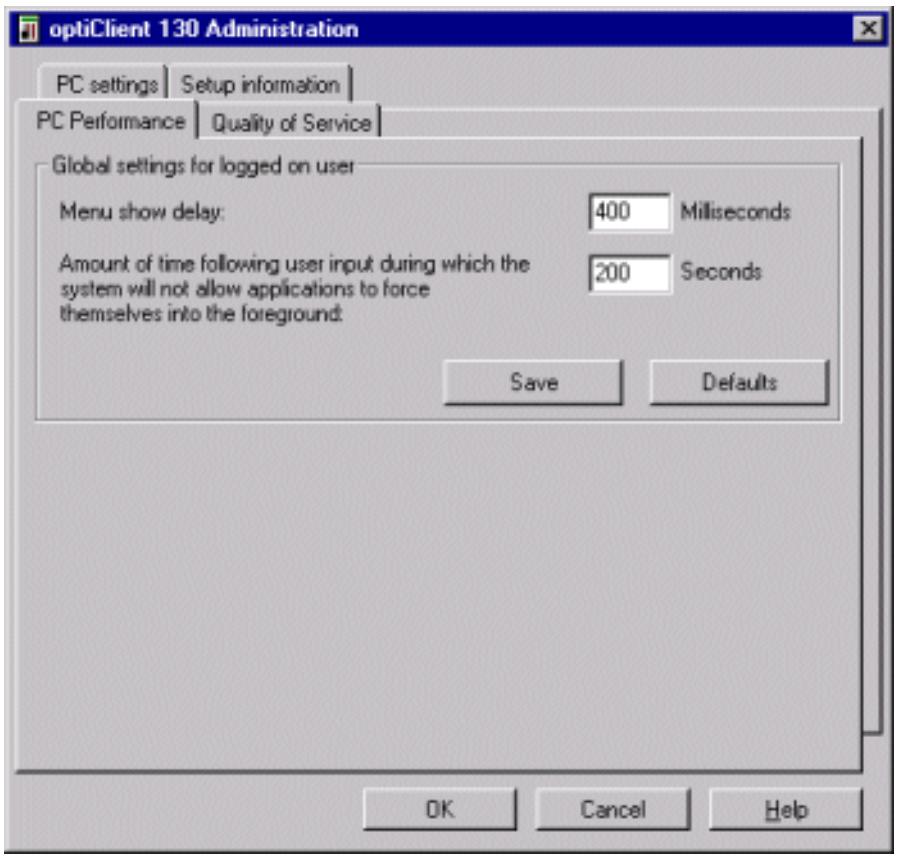
> **Save** .

3.2.3 Configuring Parameters for PC Performance

To configure PC parameters, proceed as follows:

1. **PC Performance**:

Display



2. **Global settings for logged on user**
   - **Menu show delay** 400 .
   - 200 .
   - **Save**
   - **Defaults**

3. Click **OK** or **Cancel** to close the dialog box.

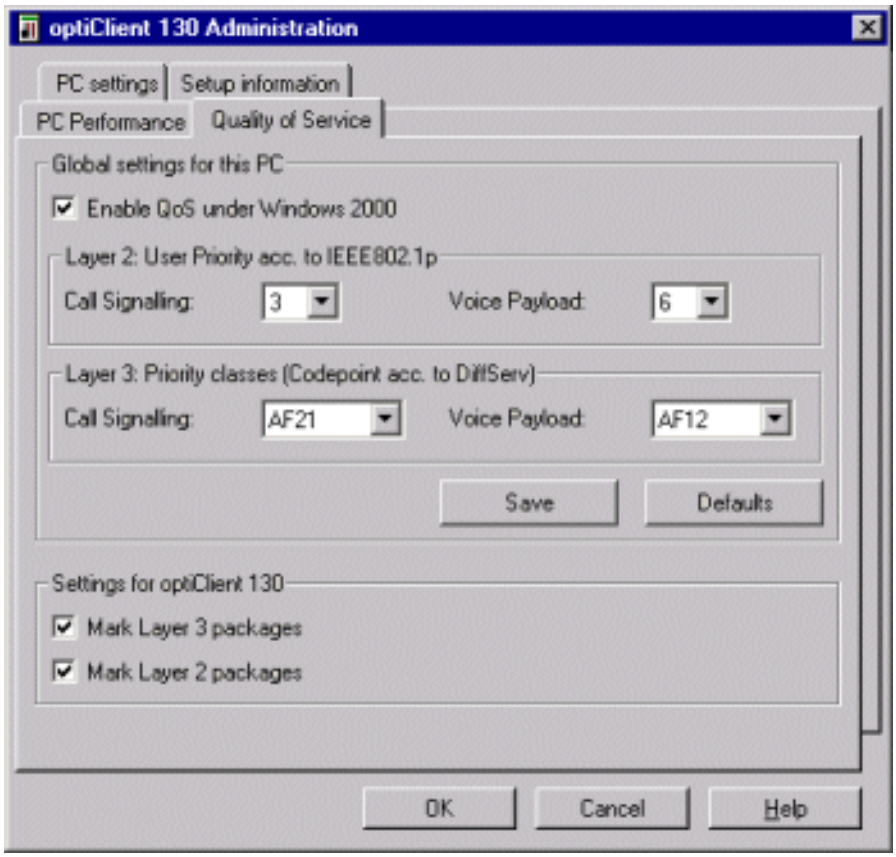


Press **Save** to save the changes.

3.2.4 Configuring Parameters for Quality of Service

1. **Quality of Service**

Display



2. **Global settings for this PC.**

- **Enable QoS under Windows 2000**
- **Defaults**
- **Save**

L 2: P J. IEEE802.1

IEEE802.1 "C " "J P "J .

L 3: P J (C J. D)

D C (D CP) (O) "C " "J P "J .

3. **Settings for optiClient 130**, J C (M L 2 J /M L 3 J) .

4. C J **OK** .

Save

3.3 Starting the Program

General

Starting the Program

-



-

3.4 Logging on

O



Parameter	Meaning
C n	C
P	A
L	C 130
R A J	R A J

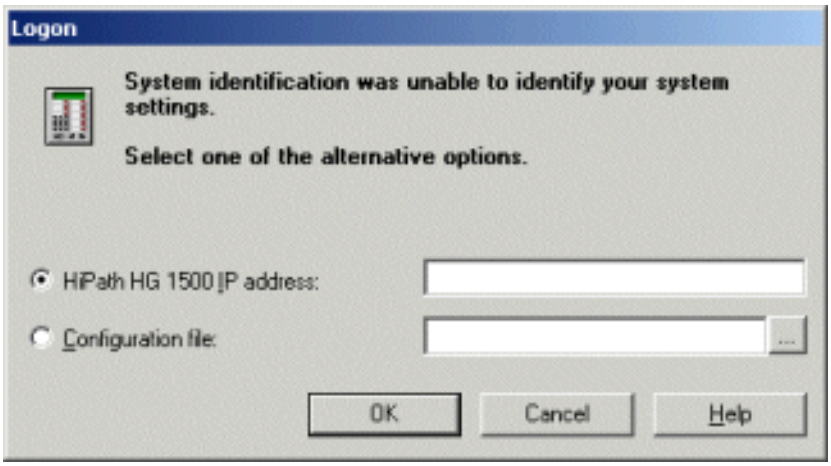
P H P 3000/5000 4.0.
Remote Access HG1500.

> C **OK**.

C 130 **Advanced** (E O).

3.4.1 Logging on with a new telephone number

Display



> **HiPath HG 1500 IP Address**

> **Configuration File** (...)

> **OK**

> \misc\profile CD.

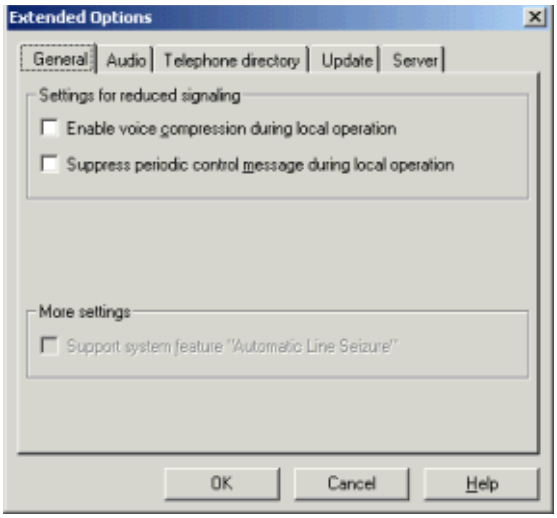
3.4.2 Extended Options parameters

Advanced

3.4.2.1 General parameters

1. **General**

Display (example for optiClient office)



Parameters	Meaning

	Support system feature "automatic line seizure"
	Support system feature "automatic line seizure"

HG1500.

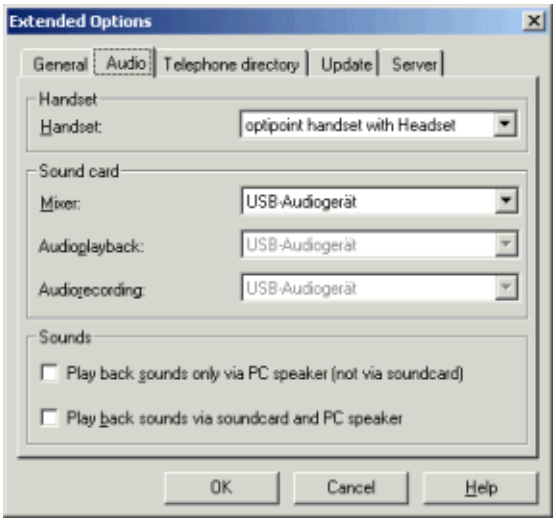
(HG1500)

2. **OK**

3.4.2.2 Audio parameters

1. **Audio**

Display



2. E.

Parameters	Meaning
H.	. H. C. A /
M.	C. PC/ M. . A . A . A . P .
A	C. PC/ A . E.
A	C. PC/ . E.

Parameters	Meaning
P PC ( )	PC 98 E,
P PC	**Play back sounds via PC speaker** ( ) **and** PC

optiPoint handset, **USB Audio Device** M , A A

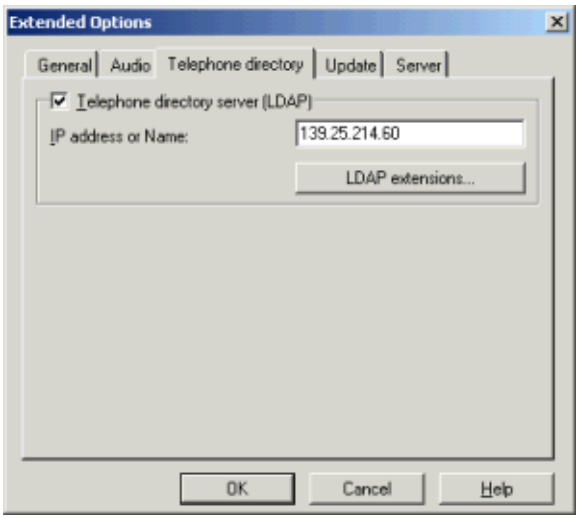
Sounds PC

3. **OK**

3.4.2.3 Telephone Directory parameters

1. **Telephone directory**

Display



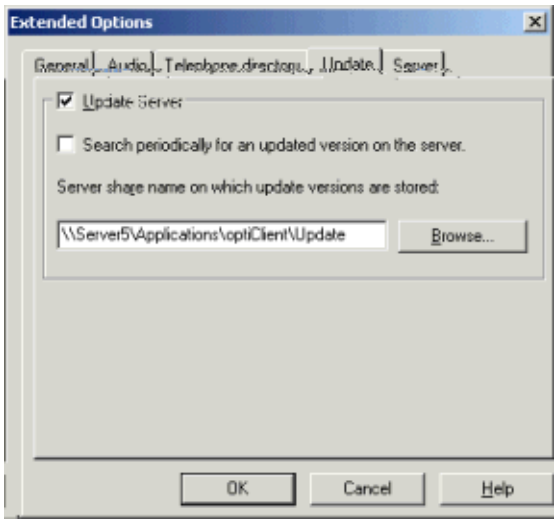
2.

3. **OK**

3.4.2.4 Update parameters

1. **Update**

Display



2. **Server share name on which update versions are stored.**

3. **Search periodically for an updated version on the server**

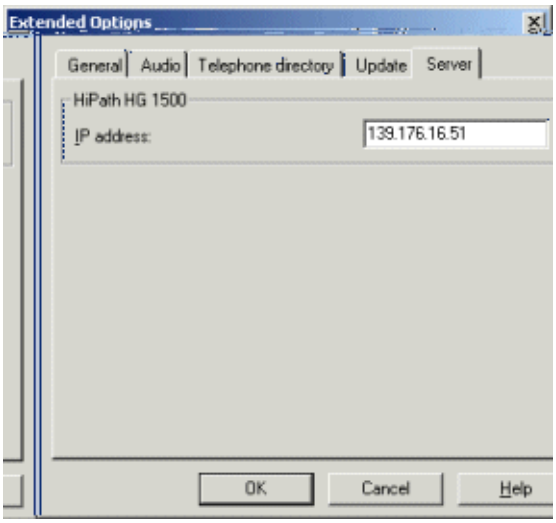
4. **OK**

setup CD CD).

3.4.2.5 Server parameters

1. Server

Display



2. E.

Parameter	Meaning
IP	IP HG1500

3. OK.

3.5 Changing the User Password

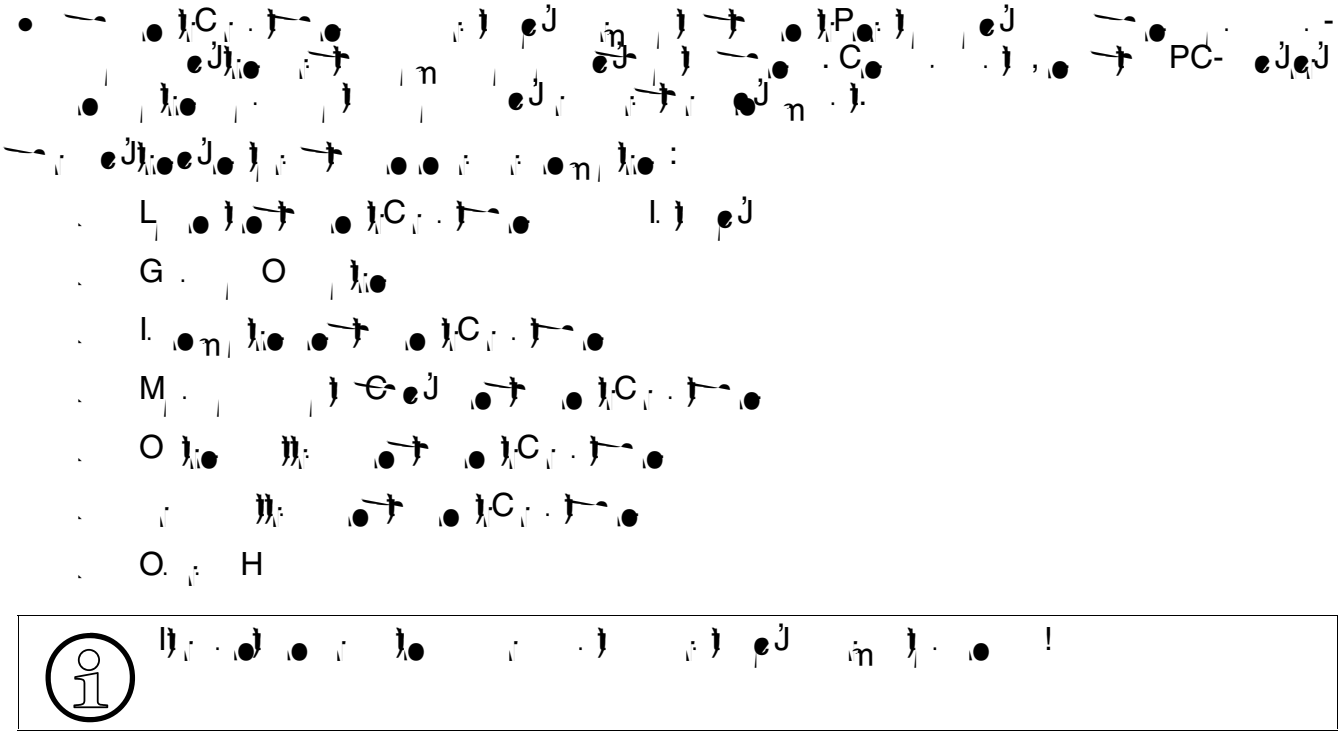
E H.P 3000 :

1. C **optiClient phone** **optiClient office**.
2. **Change password**.
3. E. E.

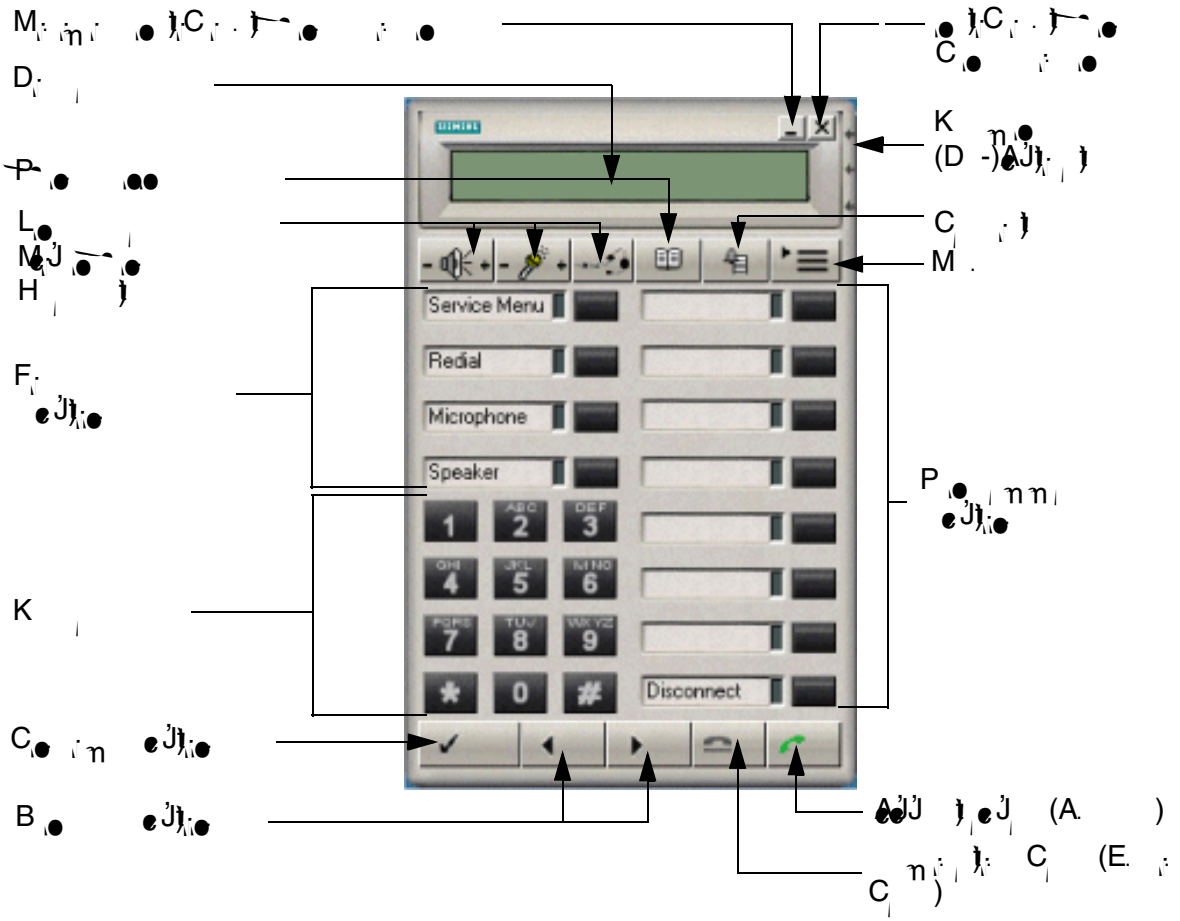
3.6 Exiting optiClient phone / office / easyCom

- optiClient office Exit
- optiClient phone optiClient easyCom

4 optiClient phone User Interface



4.1 Layout of the optiClient phone User Interface



O :

Element	Meaning
M:	M:
C	E
D:	
/	O / , K M .
M	M
H	/ (:).

Element	Meaning
P	O , E D- .
C	O , C L M .
M .	O .
F 1	P " M . "
F 2	P "R "
F 3	P "M " " . " " "
F 4	P " "

C , .

E P .

Minimizing / Restoring optiClient phone as an icon in the Taskbar

I (/):

- M -



4.2 General Operation

General Information

- . C . J , n J J .
- G . , : . **keys in the optiClient phone** : J / . **PC keyboard**.
- J . **Minimize** / . **Close** . J . J . .
- J . n n n J . (E . D : F J . D & D).
- . C . J J . n . n : -
  .

J . J . : PC
. : J . n J n
. H /
. D J . M . n . /
. C . /
. K M .
. K C .
. J / n : . C

4.2.1 Using the PC keyboard

PC :

Procedure	Key/key combination
	BLANK
E. (.)	Esc
C	
	+ -
D	+ Ins
D C L).	CTRL + V

4.2.2 Setting the speaker and microphone volume

Setting the speaker volume

Key	Procedure
	"+" "-"

Setting the microphone volume

Key	Procedure
	"+" "-"

4.2.3 Special Tone Settings

B ;)) .)))

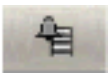
4.2.5 Telephone Directory Management

Opening Telephone Directory Management

Key	Procedure
	[illegible]

4.2.6 Call lists

Opening Call List Management

Key	Procedure
	[illegible]

[illegible]

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

[illegible]

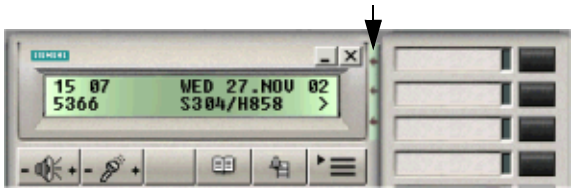
4.2.7 Key Modules

A , 1 4 , 16 -

- open the key module :



- close the key module :



. H P 3750 . H P 3550 100 ; H P 3350 / H P 3250 / H P 3150 30 .

4.2.8 Key Captions

Step	Procedure
1	D • I (. C .
2	C **OK** .

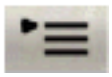
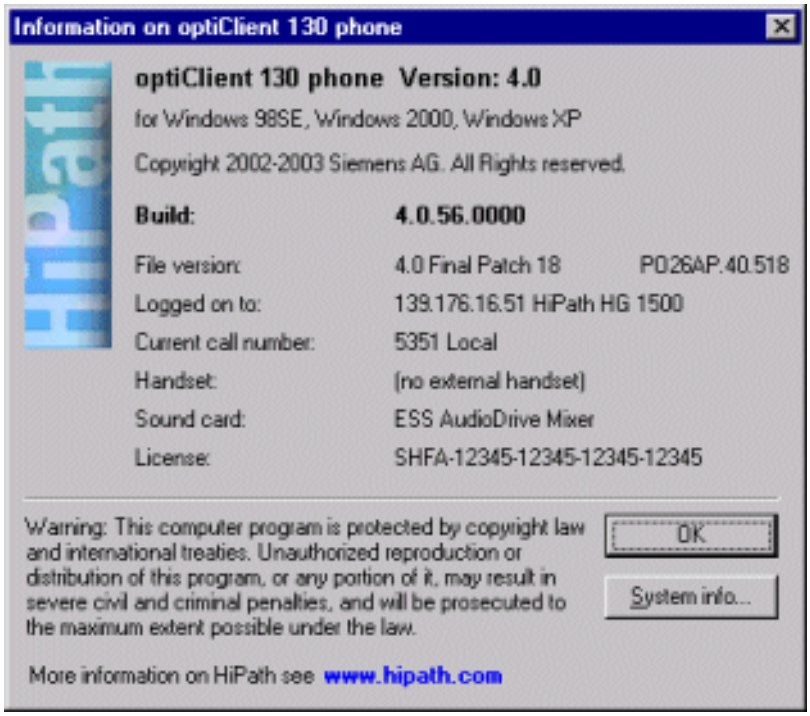


- Micro-phone on/off.
- I "I. C " Internal Calls.
- *91 / **Captions from 1st display line**.
- I

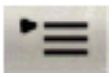
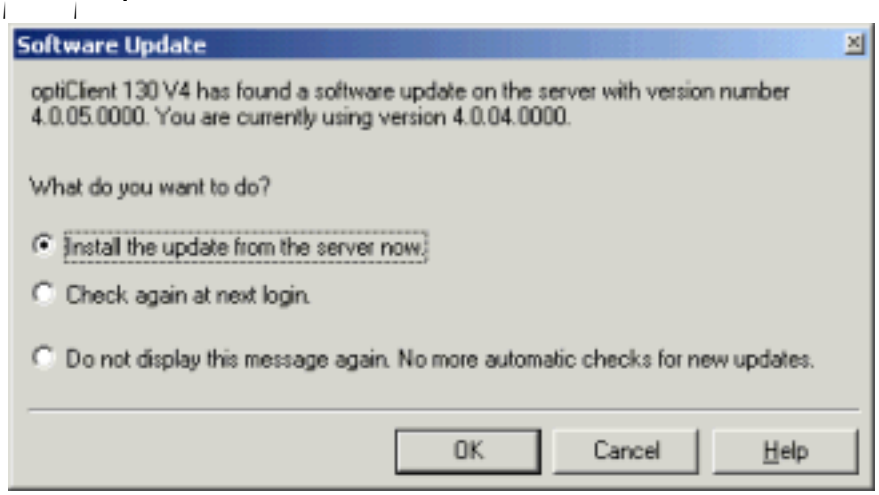
4.2.9 Accepting / Terminating a Call

Key	Description
	**Accept a call** BLANK PC .
	**End Call** Esc PC .

4.3 Information on the optiClient phone

Step	Procedure
1	
2	**Information...** 

4.4 Manual Update Check for the optiClient phone

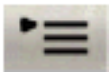
Step	Procedure
1	
2	**Update...**
No new program version available...	
3	
New program version available...	
3	
4	

Step	Procedure
5	I **Cancel** A **OK**.

L

4.5 Option Settings for the optiClient phone

General Information

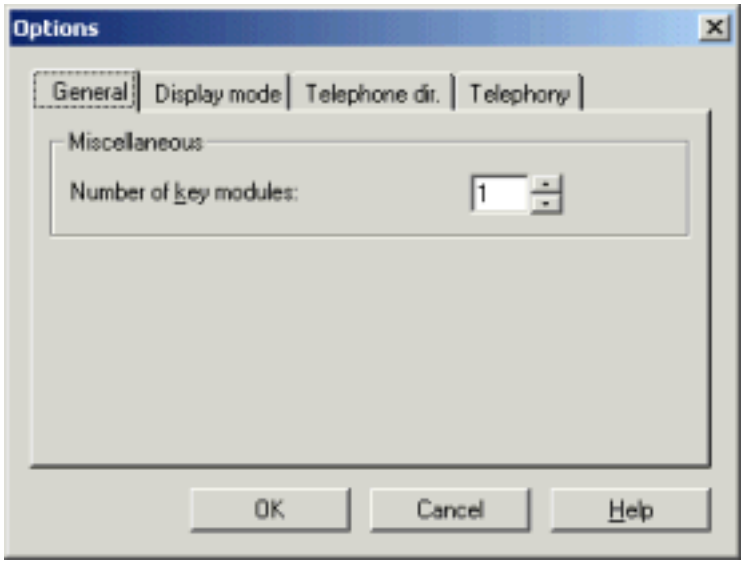
Step	Procedure
1	
2	**Options...**

4.5 Option Settings for the optiClient phone

4.5.1 General Options

General

Display

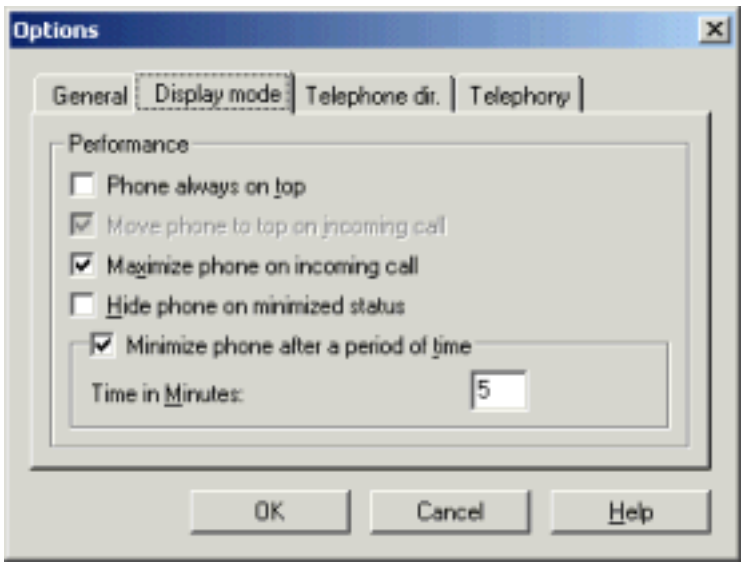


ok.

4.5.2 Display Options

Display mode

Display



> **Phone always on top**

> **Move phone to top on incoming call**

98 E / 2000 / P PC A -

> **Maximize phone on incoming call**

> **Hide phone on minimized status**

> **Minimize phone after a period of time**

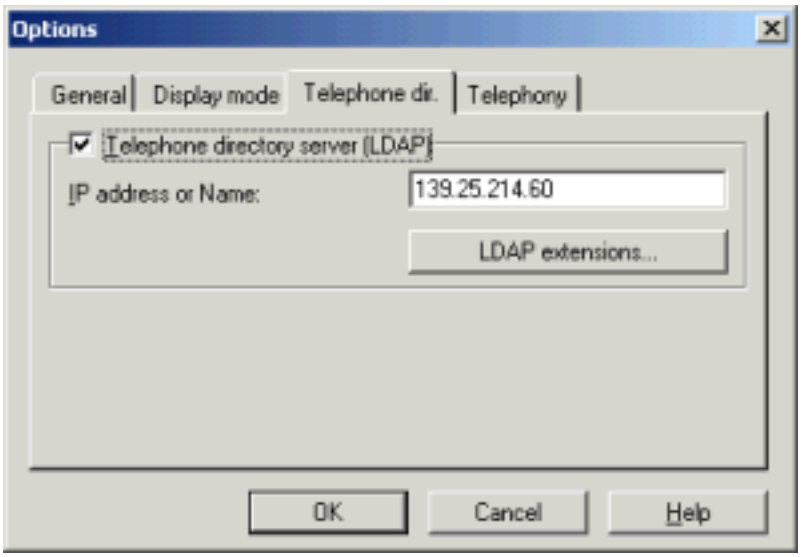
Hide phone on minimized status

OK.

4.5.3 Telephone Directory Options

. **Telephone directory** :

Display



> I (LDAP), **IP address or Name** LDAP .

> I. LDAP . , **LDAP extensions** (D O - LDAP).

I . LDAP , .

> **OK**.

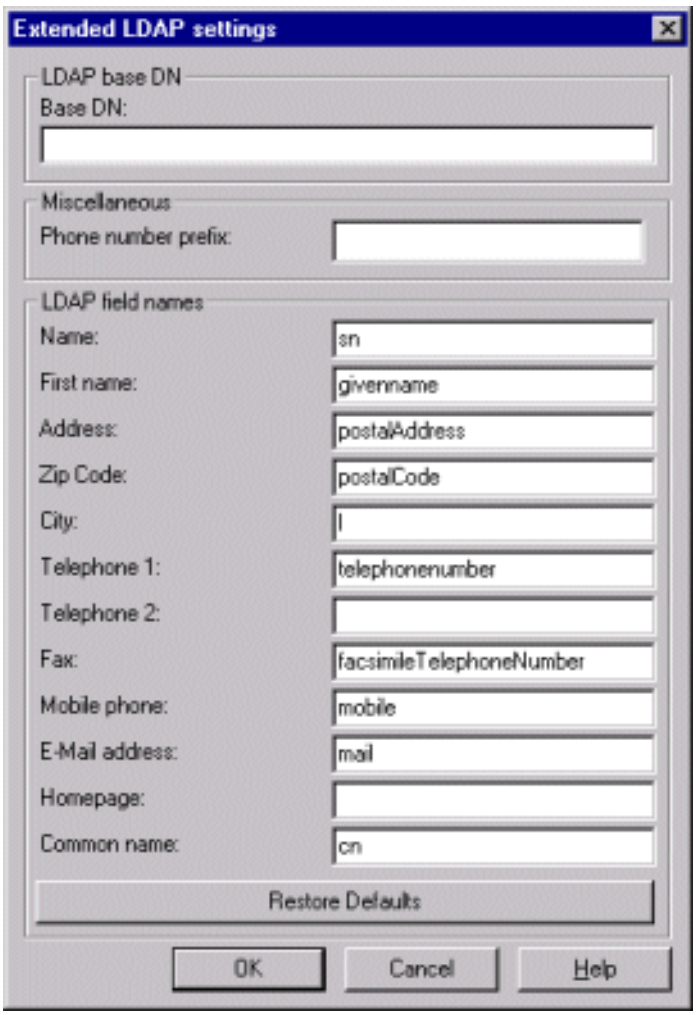
4.5.3.1 Telephone Directory Options - LDAP Settings

A IP LDAP , **Extended LDAP Settings** LDAP C .

> , **Telephone dir.** O (O) **LDAP extensions** .

A LDAP .

Display



—●J●] LDAP ●J]●]● :—● ●J●J]●J] . I. ●n ●J , ●
●J]● →● ●J]●]●J]● n ●]● :—● . I.]●, ●.]●
●J● . n —●J . . n ●→ LDAP ●J]● →●]● ●J] →●]C .]
130]● ●→ LDAP .

> I.→ **Base DN** ● : ●J]: ●J]● . n →● ●] LDAP ●J]●
●→ ●]C .], .;→]●]: ●:]● n —●J .]: ●J . —●J . . ●
—● : .]● J . ●]●]● n :]● ●n]● :

<L .3>=<N n >, <L .2>=<N n >, <L .1>=<N n >

<L .1>=<N n >/<L .2>=<N n >/<L .3>=<N n >



LDAP
1: c (. ., "J . ")
: DE
2: (. ., "
: SIEMENS
3: (. ., "
: ICN
Base DN :
– ou=ICN, o=SIEMENS, c=DE
:
c=DE/o=SIEMENS/ou=ICN

LDAP

> LDAP LDAP
LDAP field names **Name** **First name**
LDAP .



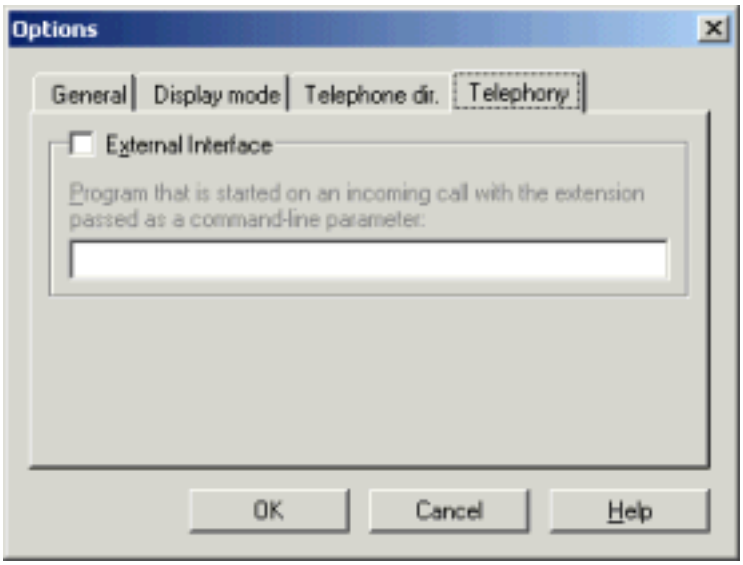
LDAP
LDAP .

> **OK** O .

4.5.4 Telephony Options

Telephony

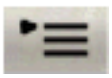
Display



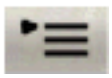
> **External Interface**

OK.

4.6 View Settings for the optiClient phone

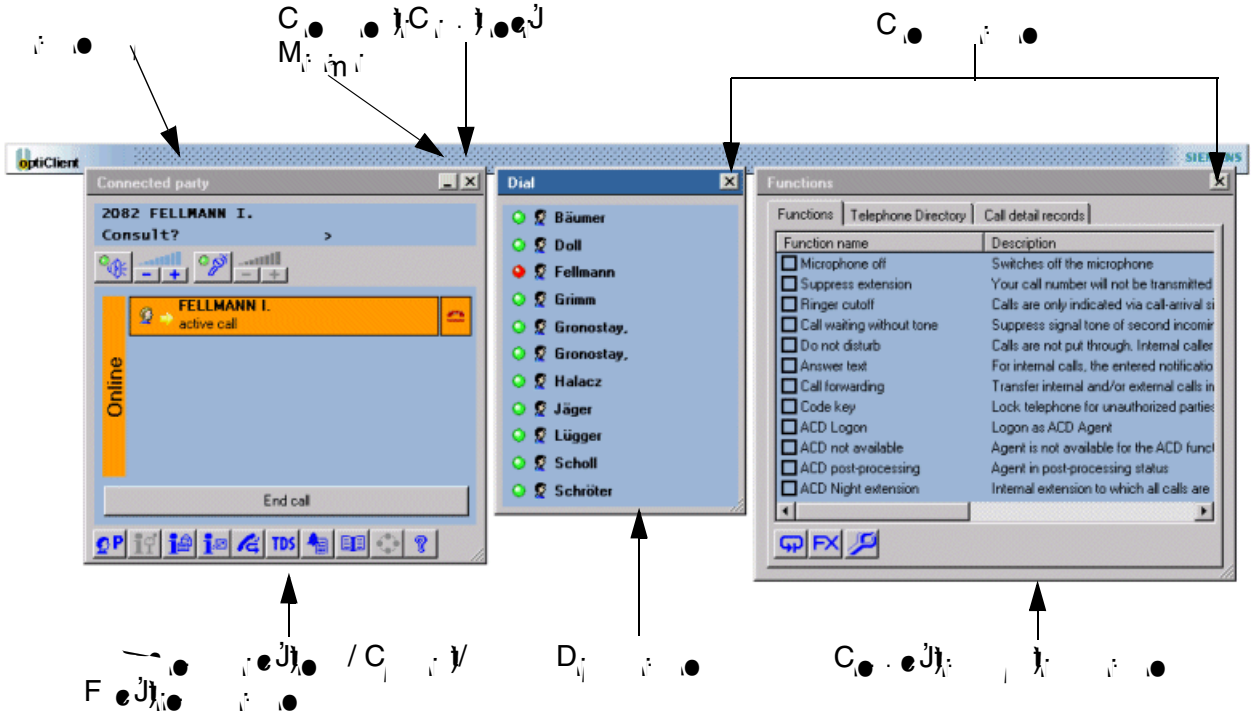
Step	Procedure
1	
2	**View**.

4.7 Online Help

Step	Procedure
1	
2	**Help**.

5 optiClient office User Interface

5.1 Layout of the optiClient office User Interface



Overview of the available Windows:

Window	Description
F .../ ... / C ...	• F ...: M ... D ... (E ... D ...). • C ... (C L ... M ... : L ... R ... E ... E ... C ...
...	C ...
C ...	• D ... • F ... • C ... • A ... / ... ACD ...

5.2 General Operation

- O
- O **Close Window** .
- O .
- .

I

- . E . D F D &
  D).
- A 4 / D . O .

:

- O . C
- M C
- C K (PIN)
- D M .
- H
- D M .
- C L M .
- P F K

5.2.1 Opening and Closing Windows

Step	Procedure
1	O .→ ● ji·C . ji●e'J●e'J● j ji n . :

- A | | . ● | . j .→ ● ji·C . ji●e'J n . .

5.2.2 Minimizing optiClient office



- **Minimize**
- **Minimize**
- **Connection Parties.**

optiClient office

5.2.3 Changing your Code Key (PIN)

Step	Procedure
1	O
2	**Change code key...**
3	A 5- C C

5.2.4 Setting the speaker and microphone volume

Setting the speaker volume

Key	Procedure
	Connection Parties

Setting the microphone volume

Key	Procedure
	Connection Parties

5.2.5 Special Tone Settings

B

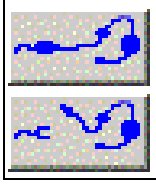
Key	Procedure
	C **Connection Parties** "+" "-" Telephone Settings Ring volume?

>

ring volume, ring tone attention ring volume.

>

5.2.6 Headset

Key	Description
	/ **Connection Parties**).

- I C
-

5.2.7 Telephone Directory Management

D **Telephone directory** **Functions/Telephone directory/Caller- and call records** .

C E D .

5.2.8 Call List Management

C 130

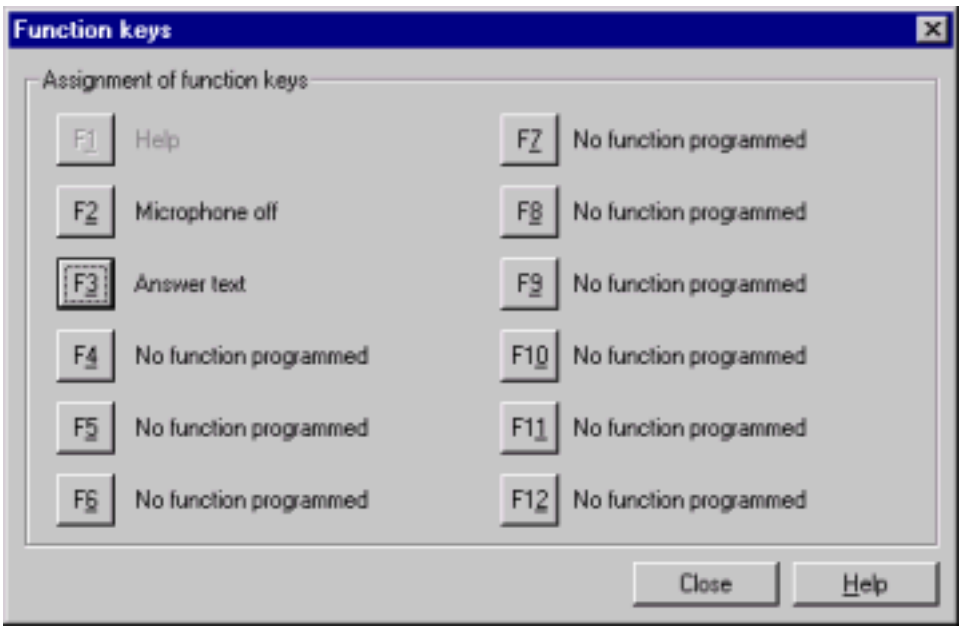
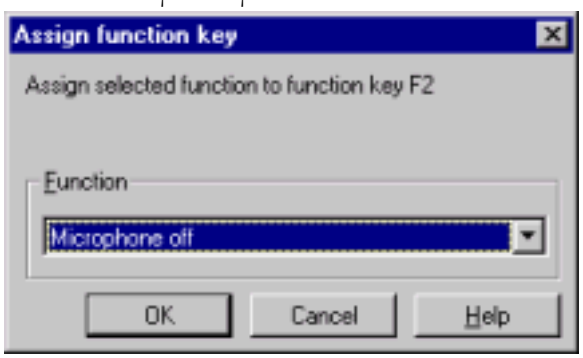
- L
- R
- E
- E
- C

. C L M . **Caller- and call records** **Functions/Telephone directory/Caller- and call records** .

A C L M .

5.2.9 Programming the Function Keys

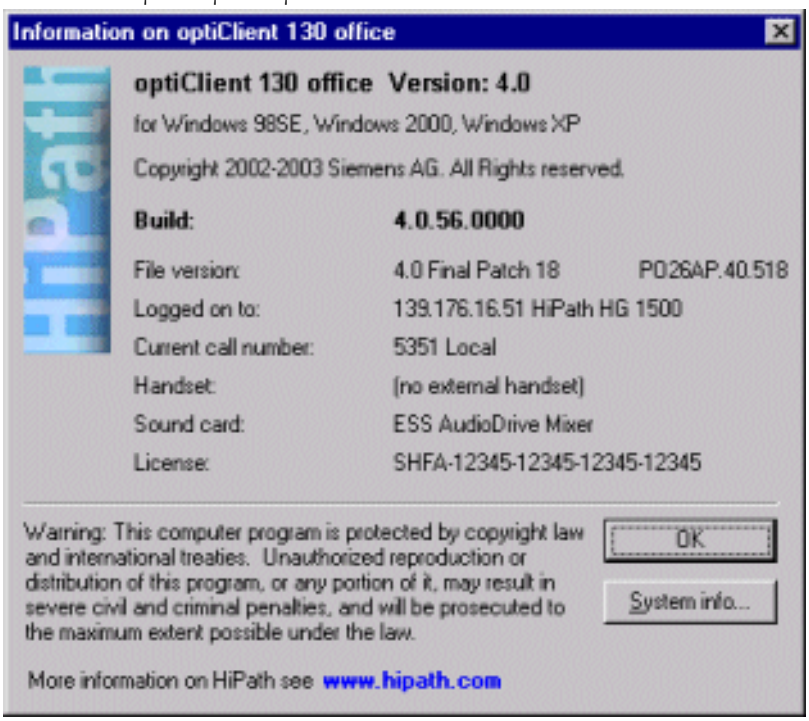
F2 F12 F1

Step	Procedure
1	
2	**Program Function Keys...** 
3	

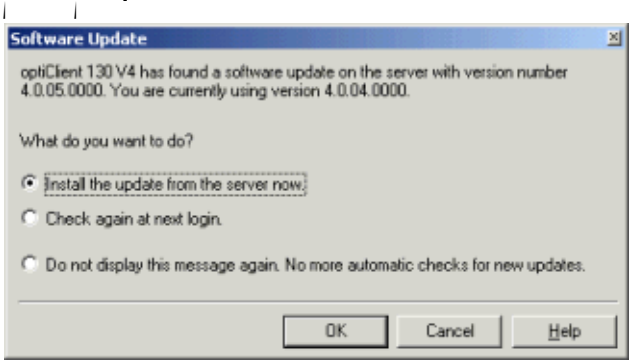
Step	Procedure
4	C J n . J J J : • M J • J ID • N J • D . J . • C : • H . : • D N J D . • A • C F : • C • ACD L • ACD . J • ACD - J • ACD : • A J J J • N J J n n J n n C . - J .
5	P **OK** J J n J J : J J C . .

5.3 Information on the optiClient office

Step	Procedure
1	
2	**Information...**



5.4 Manual Update Check for optiClient office

Step	Procedure
1	
2	**Update...**
No new program version available...	
3	
New program version available...	
3	
4	
5	**Cancel** **OK**.

5.5 Option Settings for the optiClient office

General Information

> **Options...**

> **or**

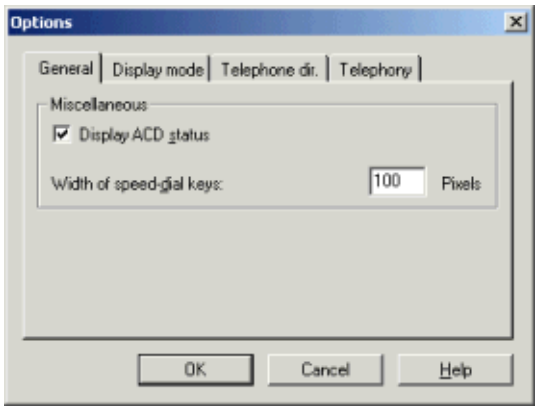


- G
- D
-
- - LDAP

5.5.1 General Options

General

Display

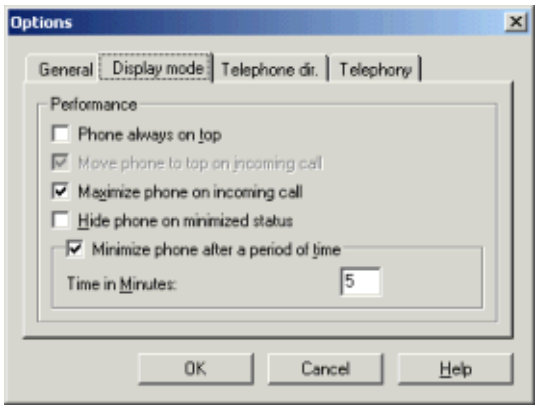


- **Connection Parties** ACD .
- **OK**.

5.5.2 Display Options

Display mode

Display



> **Phone always on top**

> **Move phone to top on incoming call**

> 98 E / 2000

> **Maximize phone on incoming call**

> **Hide phone on minimized status**

> **Minimize phone after a period of time**

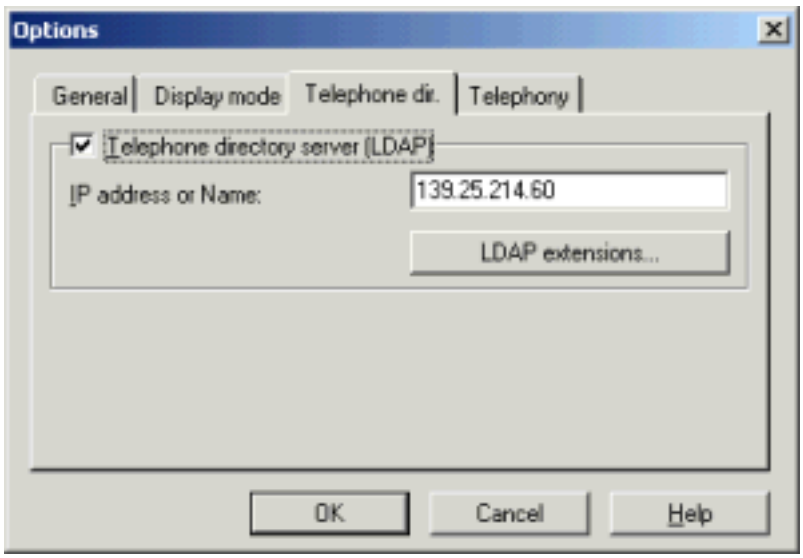
Hide phone on minimized status

OK.

5.5.3 Telephone directory options

Telephone directory

Display



> **IP address or Name** LDAP

> LDAP **LDAP extensions** (- LDAP).

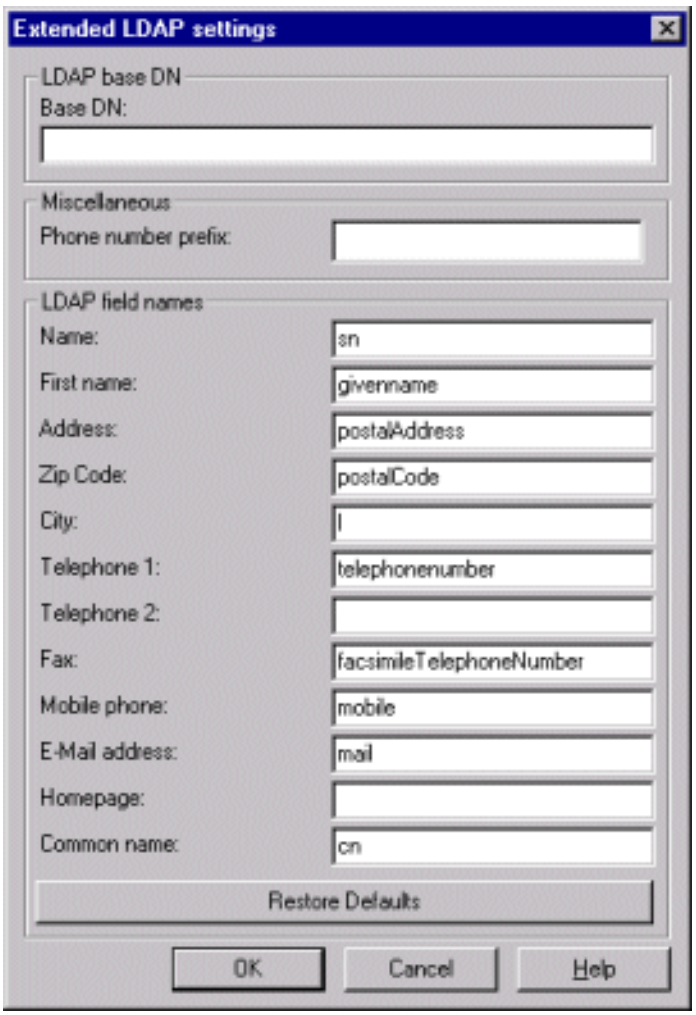
> **OK**.

5.5.3.1 Telephone directory options - LDAP Settings

Extended LDAP Settings LDAP

> **Telephone dir.** ( ) **LDAP extensions** .

Display



LDAP

(B DN)

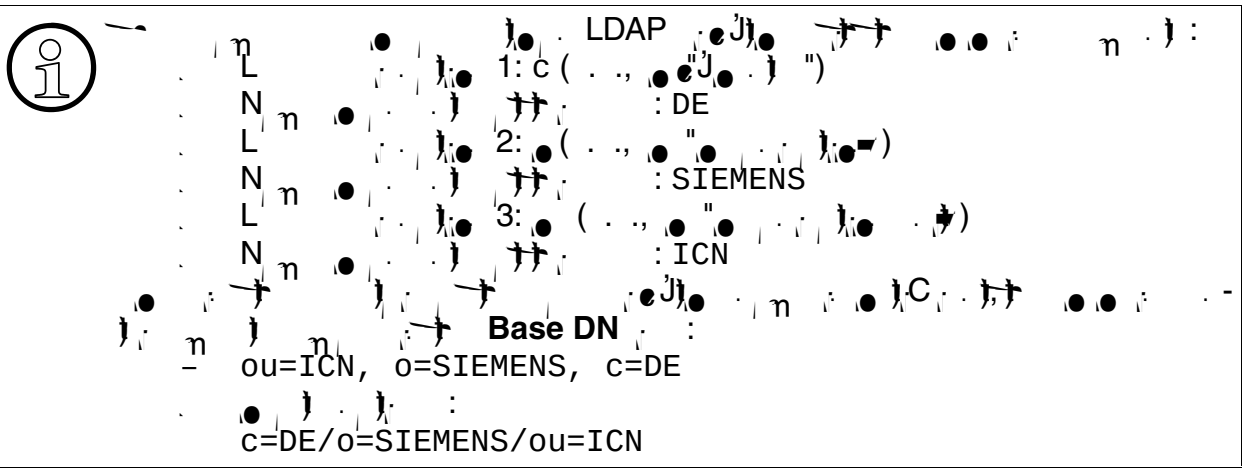
LDAP

130 LDAP

> **Base DN** LDAP

<L .3>=<N >, <L .2>=<N >, <L .1>=<N >

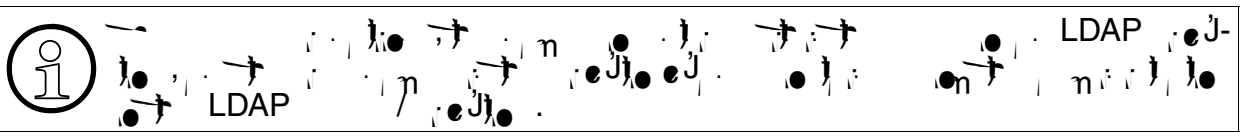
<L .1>=<N >/<L .2>=<N >/<L .3>=<N >



LDAP
1: c (. ., "J ")
: DE
2: (. ., "
: SIEMENS
3: (. ., "
: ICN
Base DN :
ou=ICN, o=SIEMENS, c=DE
:
c=DE/o=SIEMENS/ou=ICN

I LDAP

> I LDAP LDAP
LDAP field names. **Name** **First name**
LDAP .

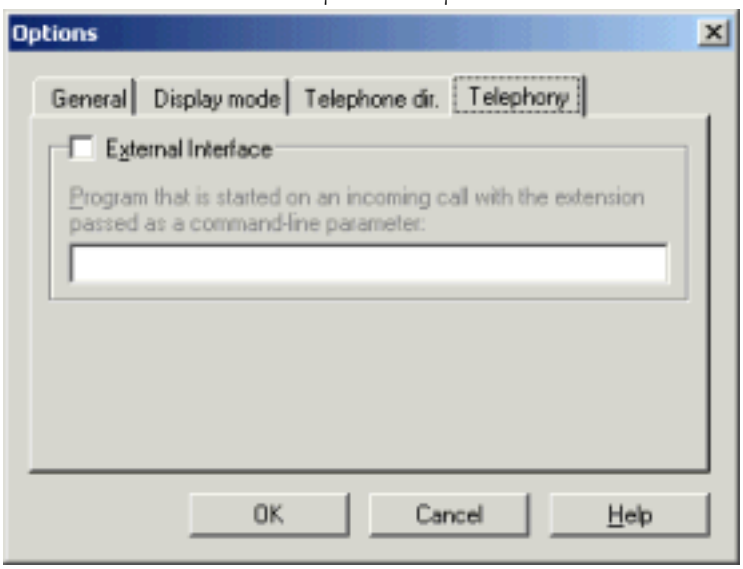


LDAP
LDAP /

> C J **OK** O

5.5.4 Telephony Options

. Telephony :



>

OK.

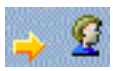
5.5.5 Speed-dial Keys

Speed-dial keys/Dial ( ). Speed-dial keys 218

View for dialing the speed-dial keys

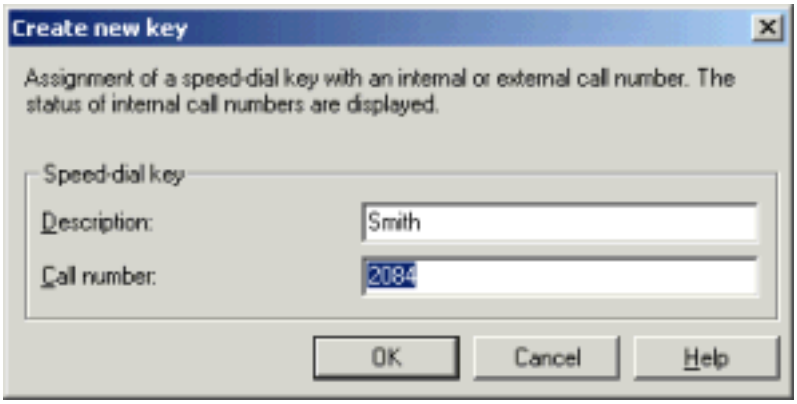
> D Layout V.4 4.0 Layout V.2 2.0.

Speed-dial Key Icons

Symbol Version 2	Symbol Version 4	Meaning
		( )
		( )
		( )

Adding a New Speed-Dial Key

Step	Procedure
1	Add Entry...

Step	Procedure
2	I. P **OK** 
3	-

Changing the Caption or Phone Number of a Speed-Dial Key

Step	Procedure
1	O **Change data....**
2	I. **OK**.

Deleting a Speed-Dial Key

Step	Procedure
1	O **De-lete entered data**.
2	C **OK**. -



-

Sorting Speed-dial Keys in the Speed-dial Key Window

Step	Procedure
1	O -

Step	Procedure
2	

Dialing via a Speed-Dial Key

- D **or**
- O **Dial....**

5.6 Functions

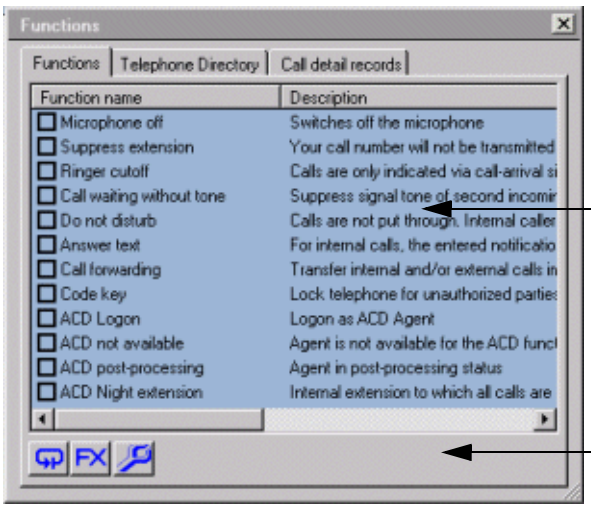
General Information

A H.P

General telephony functions

Functions/Telephone directory/Call detail records

Display



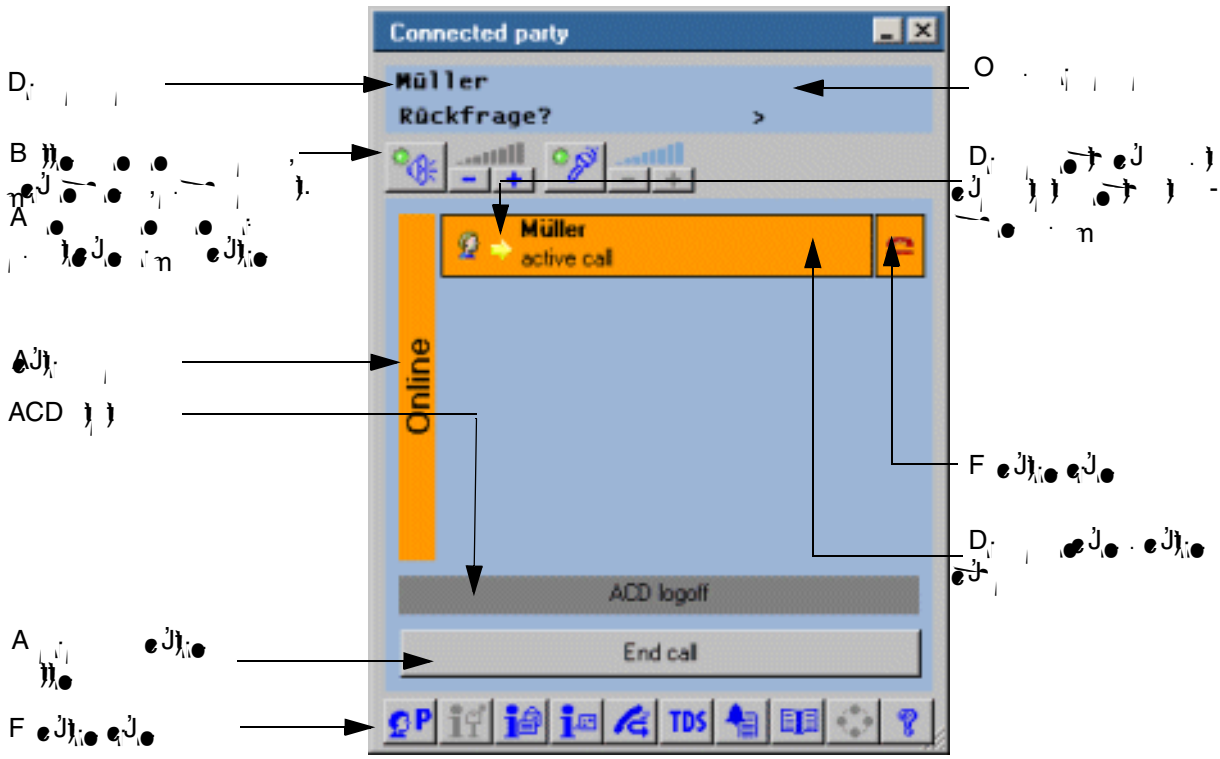
The following options are available by selecting the corresponding check box.

Function	Icon/ Option
• M J (J M J /)	O
• J ID (C ID)	O
• D . R: O)	O
• C C)	O
• H . H . G)	O
• D . D N D F)	O
• A. A.))	O
• C (C F)	O
• C (L J)	O
• ACD (ACD L (L) n))	O
• ACD . (ACD)	O
• ACD - J (ACD P -P J)	O
• ACD N (ACD N J)	O
• F J ... (J P nn F J K)	FX
• R J (J R F J)	
• O (J O C . J)	

The following special telephone functions are available via the Connection Parties Window:

Function	Icon
•	
•	
•	
•	
•	
•	
•	
•	
•	
•	

5.7 Connection Parties Window



Layout of the Connection Parties window

Element	Meaning
D	• I : D • : D / •
K	• I : F • I :
A	D H P "" "" "".
ACD	C ACD
F ( )	

Element	Meaning
F	
D	
C	A
F	).
C	O

Dialing functions

C Connection Parties :

- E
- , .

.

5.7.1 Call status display

Call status display / function icon	Meaning
	O (.)
 	(/ .)
	(.)
	(.) (: .)
	C ( )

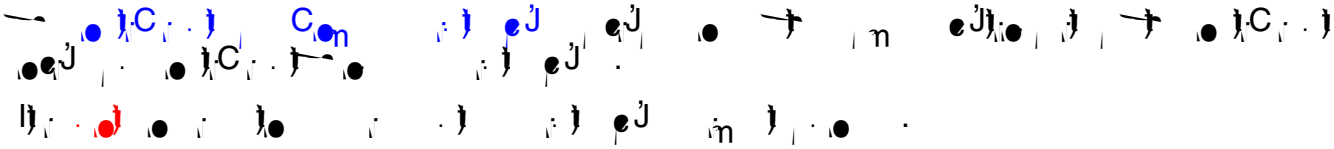
Functions in the connection status window

5.8 Online Help

Step	Procedure
1	O C .
2	H . .

6 optiClient easyCom User Interface

General



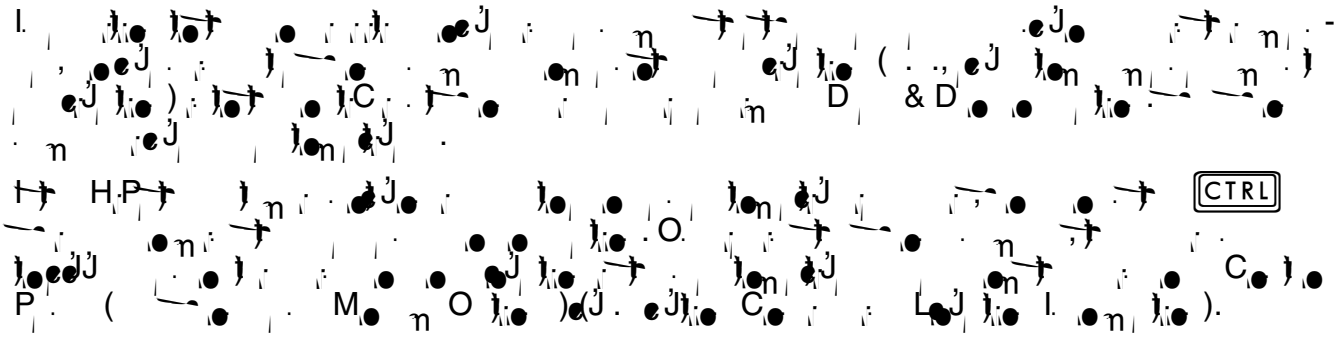
For information to the following topics please refer to:

- I. J D
- P C
- J
- C F
- K F
- J
- D P J B

See also:
P P J

7 Using the optiClient phone

7.1 Extended Dialing Functions Using Drag & Drop



7.2 Basic and advanced functions

F O - I. E O F C (A - O), P.

1.	**Making and Answering Calls**	6.	**Call Forwarding**
*	A C	*	C F
*	C R	*	N
*	D N D	7.	**Using Other Functions**
*	R O	*	C C D
*	M /M	*	B - K
2.	**Making calls**	*	C
*	C -ID ( )	*	I.
*	I. C	*	A.
*	E. C	*	D
3.	**Calling Multiple Parties Simultaneously**	*	D MF (C D MF D)
*	C	*	H
*	C	*	R F
*		8.	**ACD Functions**
*	C	*	ACD L
*	H	*	ACD P -P
*	P C	*	ACD
4.	**Making Calls to Stored Destinations**	*	ACD N
*	R	9.	**Telephone directory (see Electronic Telephone Directory)**
*	C L	10.	**Call Lists (see Call List Management)**
	E / F		
5.	**If You Cannot Reach a Destination...**		
*	C		
*	C		

7.3 Overview of Functions and Codes (in Alphabetical Order)

Functions (display)	... Interactively	... Via the Program/ Service menu		... With function keys
			C	
		✓	*60	
A	✓	✓	*69	
A	✓	✓	#69	
A		✓	*67	
A		✓	*83	
C	✓	✓	*55	
	✓	✓	*87	
	✓	✓	#87	
C		✓	*490	
C			#490	
C L	✓	✓	#82	
	✓	✓	*82	
C	✓	✓	*66	
C	✓	✓	#66	
C PIN		✓	*93	
C	✓	✓	*3	
	✓			
A	✓			
	✓	✓		
E	✓		#3	
	✓			
R				
D			*491	
(C)				
C	✓			
R	✓	✓	*0	
Q	✓	✓	*0	
/ : K:	✓			
C R O		✓	*90	
C R O		✓	#90	
:D K:P	✓			
DI A				
I DI A	✓	✓	*47	
E -	✓			
D				

Functions (display)	**... Interactively**	**... Via the Program/ Service menu**		**... With function keys**
		P /	C	
DND DND	✓ ✓	✓ ✓	*97 #97	
D D		✓ ✓	*89 #89	
D MF		✓	*53	
F 1= 2= 3= F F D F D F L : O. F L : O	✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	*1 *11 *12 *13 #1 *64 #64 *501 #501	
H A	✓			
HF HF	✓ ✓	✓ ✓	*96 #96	
H				
J L R L	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	*85 #85 *85* #85#	
L		✓	*943	
M			*944	
M M	✓ ✓	✓ ✓	*52 #52	
N N	✓ ✓	✓ ✓	*44 #44	
O		✓	*61	
O	✓	✓	*62	
P A (. .)		✓ ✓	*45 #45	
P R		✓ ✓	*56 #56	
P		✓	*940	
R R A	✓ ✓	✓ ✓	*59 *57	

Functions (display)	... Interactively	... Via the Program/ Service menu		... With function keys
		P /	C	
P		✓	*91	
R				
R J J R				
R J *9419 #9419				
R	✓			
R J		✓	#0	
R		✓	*63	
R : O.		✓	*502	
R : O		✓	#502	
R J	✓	✓	*98	
R J	✓	✓	#98	
R		✓	*81	
R		✓	#81	
R		✓	*88	
J		✓	*48	
K: D M M K	✓ ✓ ✓	✓ ✓ ✓	*68 #68 #68	
J J ( ) J J ( )		✓	*65	
J		✓	*80	
J ID R J ID	✓ ✓	✓ ✓	*86 #86	
J			*42	
M N (. .)	✓	✓	*41	
P		✓	*508	
		✓	*46	
/C J	✓	✓	*2	
J J		✓	*84	
	✓			
F		✓	*51	

Functions (display)	**... Interactively**	**... Via the Program/ Service menu**		**... With function keys**
			C	
CD		✓		
L		✓	*401	
L		✓	#401	
A		✓	*402	
N		✓	#402	
		✓	*403	
		✓	#403	
CD		✓	*404	
CD			#404	
C			*405	
:C J K: C J	✓	✓	*58	
J J /D	✓	✓	#58	
-		✓	*7	
C - ( )		✓	*92	

8 Using the optiClient office

8.1 Making and Answering Calls

> A C
> C R
> D N D F
> R O
> M

8.1.1 Answering Calls

Step	Action/Effect
1	**Connection Parties**
2	C C C **Accept Call** F **Accept Call**

8.1.2 Call Pickup

Directed call pickup ( )

Step	Action/Effect
1	**speed dial key**
2	F

Call Pickup in a Call Pickup Group

Step	Action/Effect
1	A **call pickup** ( ) **Connection parties** .
2	C .



. C .

8.1.3 Do Not Disturb Feature

. C .

Activating do not disturb

> D D **Functions** **Functions/ Telephone Directory/Call detail records** **Do Not Disturb** . A .

Deactivating do not disturb

> D D **Functions** **Functions/ Telephone Directory/Call detail records** **Do Not Disturb** . .

8.1.4 Ringer Off

Activating ringer off

> **Functions** **Functions/Telephone Directory/Call detail records** **Ringer Off**

Activating ringer on

> **Functions** **Functions/ Telephone Directory/Call detail records** **Ringer Off**

8.1.5 Microphone on/off

Turning on the Microphone (Mute off)

>



Connection parties

or

Functions **Functions/Telephone Directory/Call detail records** **Microphone off**

Turning off the Microphone (Mute)

>



Connection parties

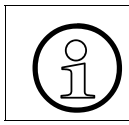
or

Functions **Functions/Telephone Directory/Call detail records** **Microphone off**

ID

8.2 Making calls

8.2.1 Caller ID Suppression



Activating caller ID suppression

> **Functions** **Functions/Telephone Directory/Call detail records** **Suppress extension**

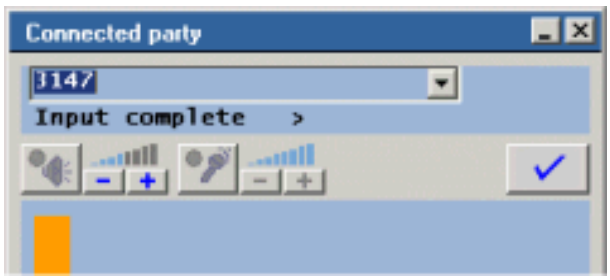
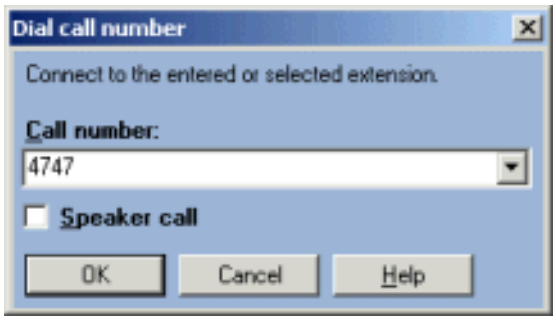
Deactivating caller ID suppression

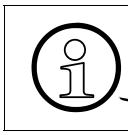
> **Functions** **Functions/Telephone Directory/Call detail records** **Suppress extension**

8.2.2 Initiating Calls

Dialing a party

Step	Action/Effect
If a speed dial key has been defined for the party:	
1	> > **Dial**

Step	Action/Effect
Dialing from the Connection parties window (dial area):	
2	E. **Display** 
3	 C
Dialing from the Connection parties window (context menu):	
1	O **Connection Parties** . **Dial.** > E. **Call number** **Display**  > C **OK**.
2	I **Speaker call**. C **OK**.
Call signaling	
1	**Connection Parties** .
2	A



8.2.3 Extended Dialing Functions per Drag & Drop



8.2.4 Terminating Calls

The remote party ends the call

You end the call

> **Connection Parties**

> **End call**

> **End call**

>

8.3 Calling Multiple Parties Simultaneously

8.3.1 Consultation Hold

Initiating a Consultation Call

Step	Action/Effect
Variant 1	
1	F **Consultation hold**.
2	
3	D
4	
Variant 2	
1	
2	
3	

Ending a consultation call

Step	Action/Effect
1	
2	

8.3.2 Conferencing

D

Initiating a Conference

Step	Action/Effect
1	D
2	A
3	**Start conference with**
4	A

Expanding a Conference

Step	Action/Effect
1	D
2	A
3	**Start conference with**
4	A

Connecting Conference Parties

Step	Action/Effect
1	D **Connect partner**
2	**Connection Parties**

End Conference

Step	Action/Effect
1	D **End conference**

8.3.3 Toggle

Step	Action/Effect
1	
2	
3	> **Toggle**
4	

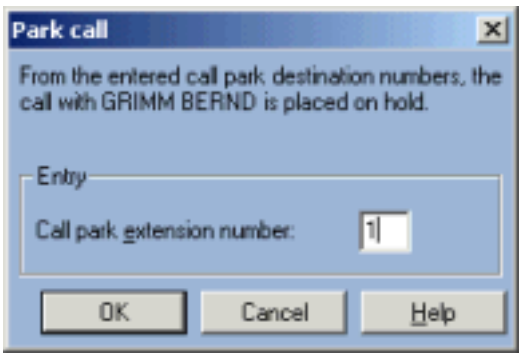
8.3.4 Call Transfer

Step	Action/Effect
1	
2	**Transfer call**.

8.3.5 Parking Calls

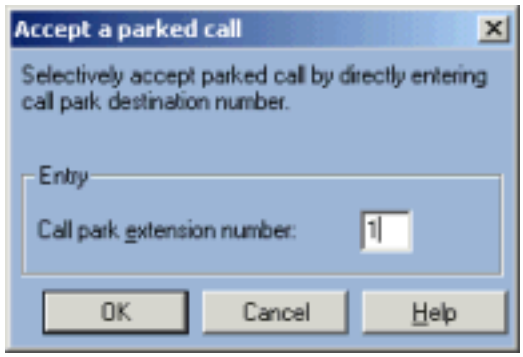
P

Parking a Call

Step	Action/Effect
1	D **Park call...**
2	E **OK** :  L 0 9
2	

Retrieving a Parked Call

Step	Action/Effect
1	**Connection parties** **or** > O **Connection Parties** **Back from park status**.

Step	Action/Effect
2	E. OK : 

8.4 Making Calls to Stored Destinations

8.4.1 Redial

Step	Procedure
Redialing via the Dial area:	
1	O D **Connection Parties** C
Redialing via the Connection Parties window:	
1	O **Connection Parties** **Dial**. **Dial** **OK**.
Redialing the last number:	
1	O **Connection Parties** **Redial**.

I

8.4.2 Call Lists

A C L C L

- M
- R
- E
- E
- C

C L **Caller- and call records** **Functions/ Telephone Directory/Call detail records**

A C L M

8.5 If You Cannot Reach a Destination...

8.5.1 Callback

I

C

PC

D

Initiating Callback Orders

F **Consultation hold**.

Displaying/Deleting Callback Orders

Step	Action/Effect
1	C **Callback orders** **Connection parties**
2	(**Connection Parties**) P

8.5.2 Call Waiting

E . D , ( ) .

Disabling the Call Waiting Tone

> C **Call waiting without tone** **Functions** **Functions/Telephone Directory/Call detail records** .

Enabling the Call Waiting Tone

> **Call waiting without tone** **Functions** **Functions/Telephone Directory/Call detail records** .

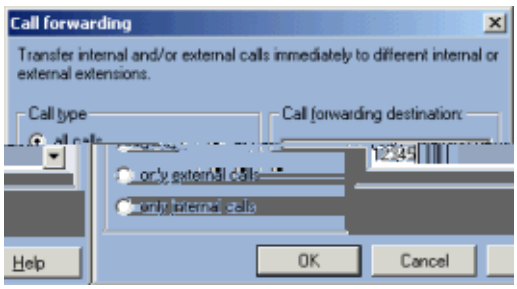
- A .
- .
- ( ).

8.6 Call Forwarding

8.6.1 Call Forwarding

-
-
-

Enabling Call Forwarding

Step	Action/Effect
1	**Call forwarding** **Functions** **Functions/Telephone Directory/Call detail records**
2	**Call type** **Call forwarding destination**. **OK** 
3	**Connection Parties** ACD 

Disabling Call Forwarding

> **Call forwarding** **Functions** **Functions/Telephone Directory/Call detail records**

8.6.2 Night Service

I. ( ), .

Activating Night Service

Step	Action/Effect
1	N **Night service** **Functions** **Functions/Telephone Directory/Call detail records** .

Deactivating Night Service

Step	Action/Effect
1	N **Night service** **Functions** **Functions/Telephone Directory/Call detail records** .

8.7 Using Other Functions

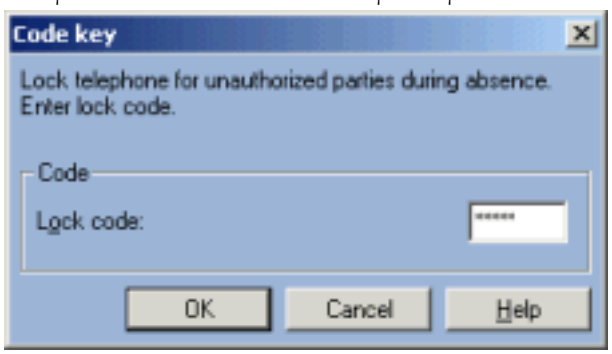
8.7.1 Displaying Call Charges

Connection Parties

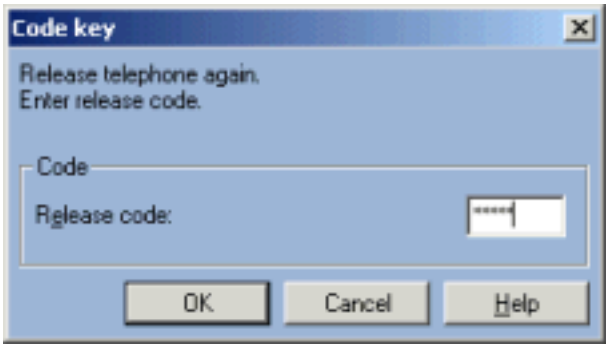
8.7.2 Telephone Lock

5-

Enabling a Phone Lock

Step	Action/Effect
1	**Code key** **Functions** **Functions/Telephone Directory/Call detail records**
2	A : 
3	E 5- **OK**.
4	A

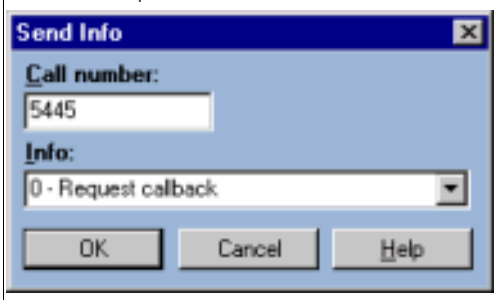
Disabling a Phone Lock

Step	Action/Effect
1	**Code key** **Functions** **Functions/Telephone Directory/Call detail records** .
2	A 
3	, **OK**.
4	**removed**.

> .

8.7.3 Infos

Sending Infos

Step	Action/Effect
1	**Send Info... Functions Functions/Telephone Directory/Call detail records** **or Send Info... Connection Parties**
2	**Call number Info.**  **OK.**

call number

Reading Infos

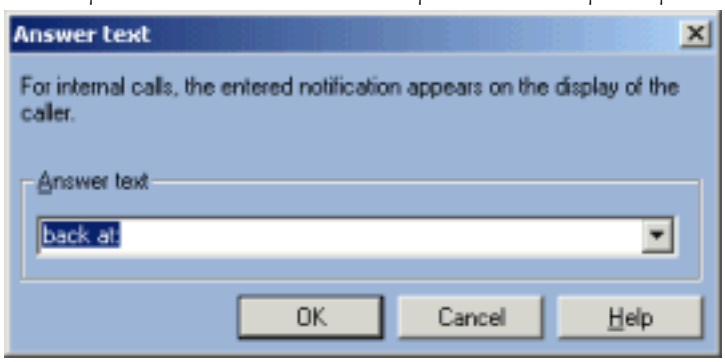
Step	Action/Effect
1	**Read Infos sent ( ) Functions Functions/Telephone Directory/Call detail records**
2	

Displaying Infos sent

Step	Action/Effect
1	 A … **Read Infos sent** … (…) … **Functions** … **Functions/Telephone Directory/Call detail records** …
2	…

8.7.4 Answer Text

Configuring Answer Text

Step	Action/Effect
1	**Answer text** **Functions** **Functions/Telephone Directory/Call detail records**
2	
3	**OK**
4	

Disabling an Answer Text

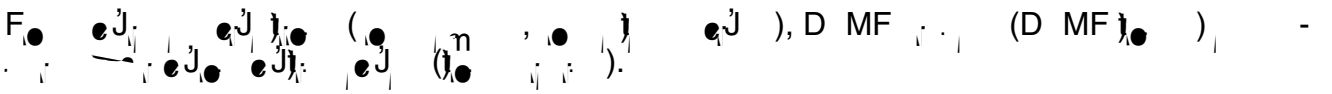
Step	Action/Effect
1	**Answer text** **Functions** **Functions/Telephone Directory/Call detail records**
2	

8.7.5 Telephone Data Service

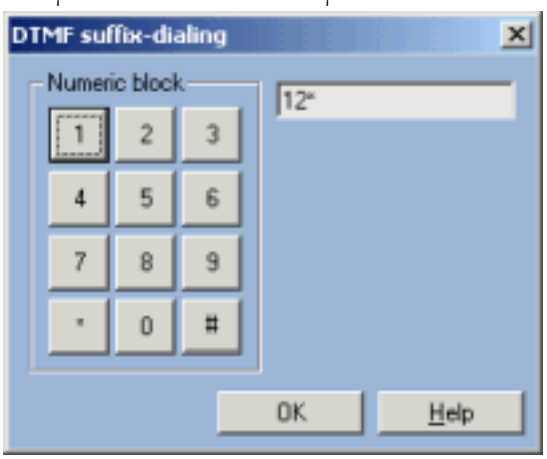


Step	Action/Effect
1	 **Connection Parties** .
2	D .

8.7.6 DTMF Suffix Dialing



Enabling DTMF suffix dialing

Step	Action/Effect
1	**Connection Parties** , **DTMF suffix-dialing...**
2	D MF : 
3	**OK** D MF .

8.7.7 Hunting Group

A

I

E

H

Activating a Hunting Group

Step	Action/Effect
1	C **Hunting group** **Functions** **Functions/Telephone Directory/Call detail records**
2	A

Deactivating a Hunting Group

Step	Action/Effect
1	C **Hunting group** **Functions** **Functions/Telephone Directory/Call detail records**
2	

8.7.8 Resetting Functions

Step	Action/Effect
1	 **Reset functions** **Functions/Telephone Directory/Call detail records**
2	

8.8 ACD Functions

ACD (A C D)

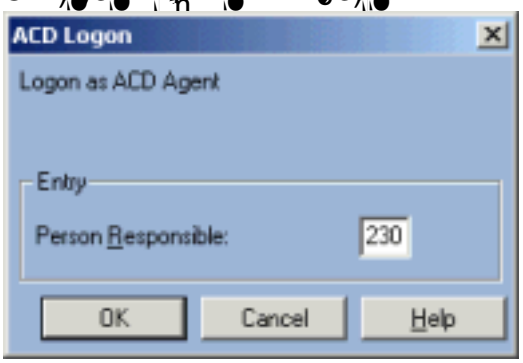
ACD

- ( )
- ( )
- - ( )
- ( )

F

8.8.1 ACD Logon (Logging on to System)

A

Step	Action/Effect
1	ACD > **ACD Logon** **Functions** **Functions/Telephone Directory/Call detail records** > . **Logon** **Connection parties** .
2	A . . . **OK** . 
3	ACD **Connection Parties** . ( ).

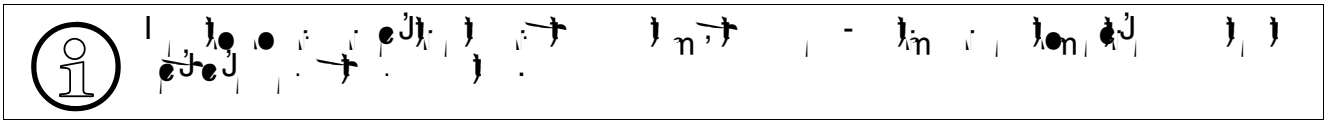
P ID ACD .

8.8.2 ACD Logoff (Logging off from the System)

A

Step	Action/Effect
1	ACD > **ACD Logoff** **Functions** **Functions/Telephone Directory/Call detail records** > . **Logoff** **Connection parties** .
2	ACD **Connection Parties** ( ).

8.8.3 ACD Post-Processing



Enabling post-processing

Step	Action/Effect
1	ACD > **ACD post-processing** **Functions** **Functions/ Telephone Directory/Call detail records** > **ACD post-processing** **Connection parties**
2	ACD **Connection Parties** (-).

Disabling Post-processing

Step	Action/Effect
1	ACD > **ACD post-processing** **Functions** **Functions/ Telephone Directory/Call detail records** > **ACD post-processing** **Connection parties**
2	ACD **Connection Parties** ( ).

8.8.4 ACD Unavailability

D

Activating Unavailability

Step	Action/Effect
1	ACD > **ACD not available** **Functions** **Functions/ Telephone Directory/Call detail records** > . **ACD not available** **Connection parties**
2	**Connection Parties** ACD ( ).

Disabling Unavailability

Step	Action/Effect
1	ACD > **ACD not available** **Functions** **Functions/ Telephone Directory/Call detail records** > . **ACD not available** C
2	**Connection Parties** ACD ( ).

I

8.8.5 Displaying the Number of Waiting Calls

Step	Action/Effect
1	**Number of Calls Waiting** ACD
2	ACD ACD

8.8.6 ACD Night Service

ACD ACD ACD ACD

Activating Night Service

Step	Action/Effect
1	ACD N > **ACD Night extension** **Functions** **Functions/ Telephone Directory/Call detail records** > > **ACD Night extension** **Connection parties**
2	

Deactivating the Night Service

Step	Action/Effect
1	ACD N > **ACD Night extension** **Functions** **Functions/ Telephone Directory/Call detail records** > > **ACD Night extension** **Connection parties**
2	

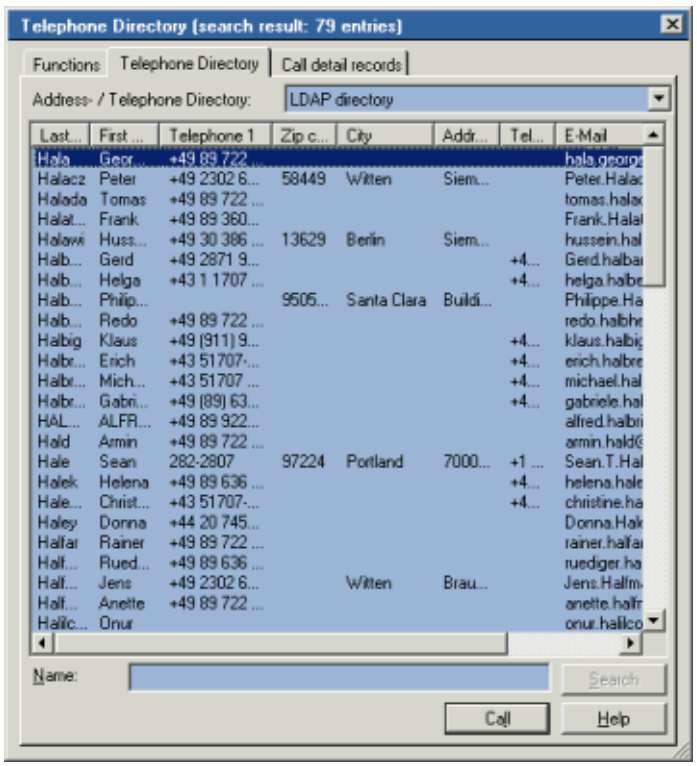
9 Electronic Telephone Directory

LDAP

Starting Telephone Directory Management

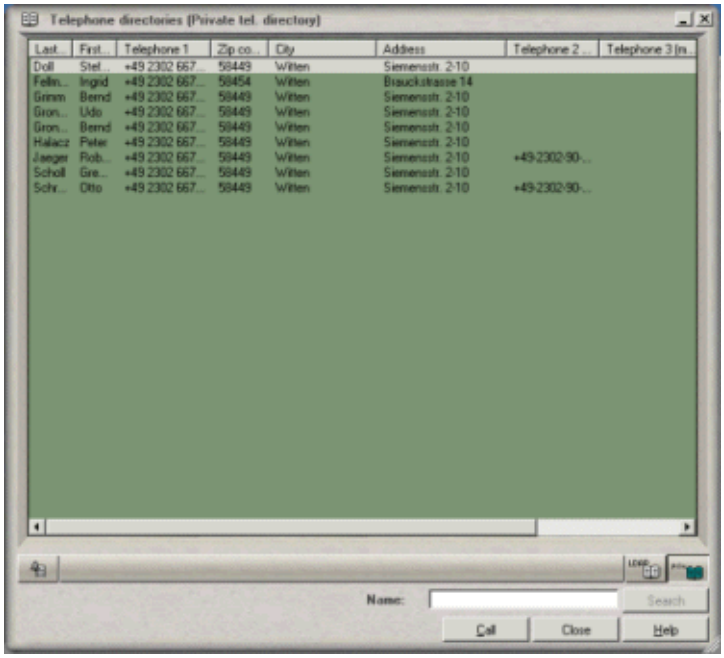
in optiClient office:

Telephone directory **Functions / Telephone directory / Caller- and call records** .



in optiClient phone:

Telephone directory



9.1 General Functions

9.1.1 Selecting the Telephone Directory

General Information

I (LDAP) A -

Address / Telephone directory

C LDAP B M .

B C , :

LDAP Telephone Directory

O. LDAP **Search.** LDAP

E. LDAP .I

LDAP .F - "smi h" H, (-)

9.1.2 Viewing Options of the Telephone Directory

-] - e J j e J] :] . , : e] . J] e J] e J e J n . : .

e e J . :

> A . - e J e J n . : - : **display order**

> C . - **column widths** n e : - e J e J n . ,] e

> **Sort** e J e J n . (: , e J . : e J . :) . - - .] :] - e : e J] e J J : - e J e J n . -

9.1.3 Edit entries in the directory

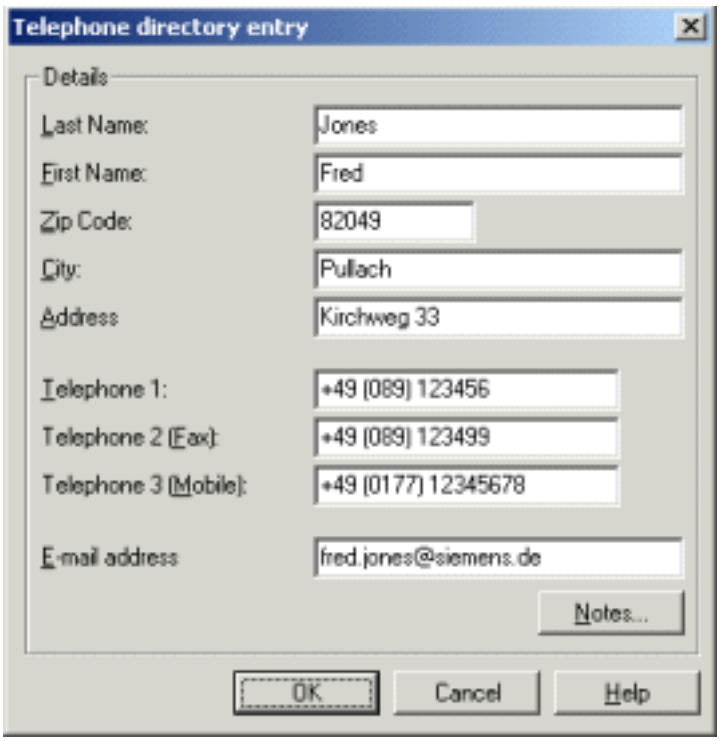
Copying an Entry from the LDAP directory to the Personal Telephone Directory

1. L
2. **Add to personal tel. directory**
3.

Adding a New Entry to the Telephone Directory

1. O **New...**

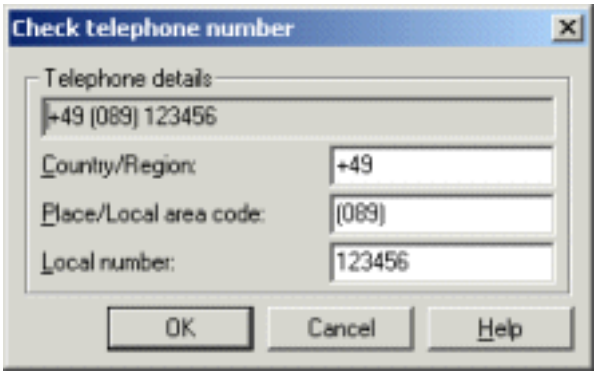
Display



2. E **name, address, contact numbers** **e-mail address**

Number Verification

> **(Telephone 1, Telephone 2 (Fax) and Telephone 3 (Mobile))** :

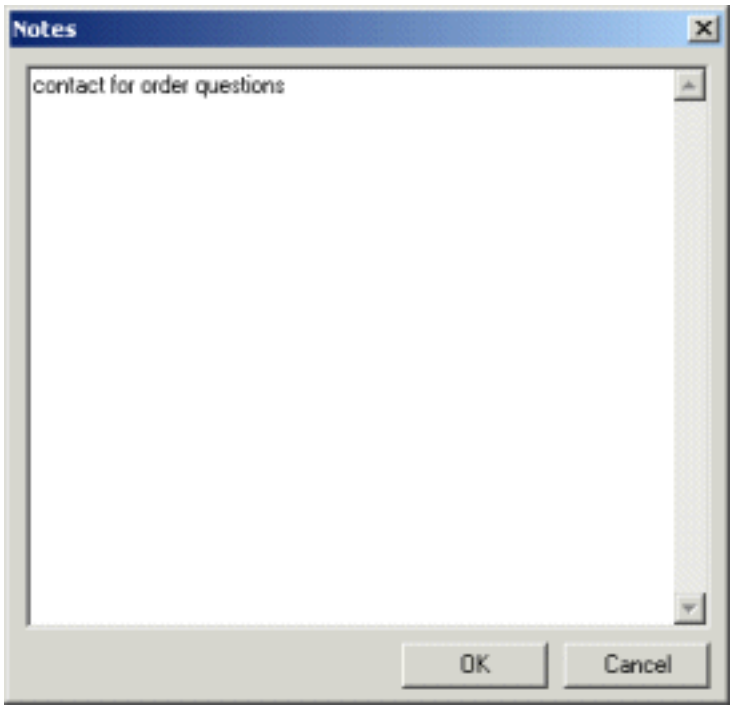


Country/Region, City/Area Code **Local Number** **OK**.

N +xx (yyyy) zzzz,
- +xx
- (yyyy)
- zzzz
- E G : +49 (02302) 667-9876

3. **Notes** :

Display



OK. Telephone directory
(2).

4. OK .

Editing a Telephone Directory Entry

I :

1. O Edit...
2. . E
3. OK .

Deleting a Telephone Directory Entry

:

1. O **Delete**.
2. A **Yes**.

9.1.4 Finding a Contact in the Telephone Directory

Finding an Entry by Name

L N

LDAP "smi h" Smi H ( ).

Finding an Entry using Search Criteria

1. O **Search**.
2. A "*" "?" . C **OK**
3. ( ) **Display all**

9.1.5 Calling a Contact from the Telephone Directory

1. O
2. C **Dial**

F **Dial** **(Telephone 1, Telephone 2 or Telephone 3)**

9.1.6 Sending an E-mail to a Contact

1. O
2. F **Send e-mail...**
PC (. . M O)

10 Call List Management

C) n .) n .) .) C .) 130 4 API J P .
. J J .) . . J .) PC. I) . . , .
J .) .) C .) . J .
.) .) J .) n . n).

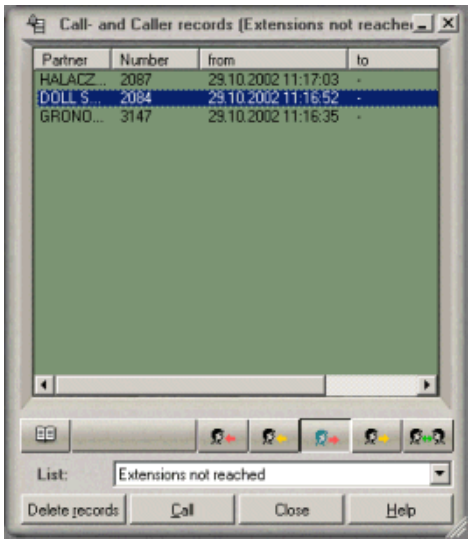
) C .) 130 . J .) C L .) n . n .))) . . .
J) .) . :

> M . J
> R J . J
> E) . .) J
> E) . . J
> C n (= J . J +) . . J)

C) n . n .) .) . J J .)) .) C .) . J
) C .) . . J .) .

To start Call List Management in the optiClient phone:

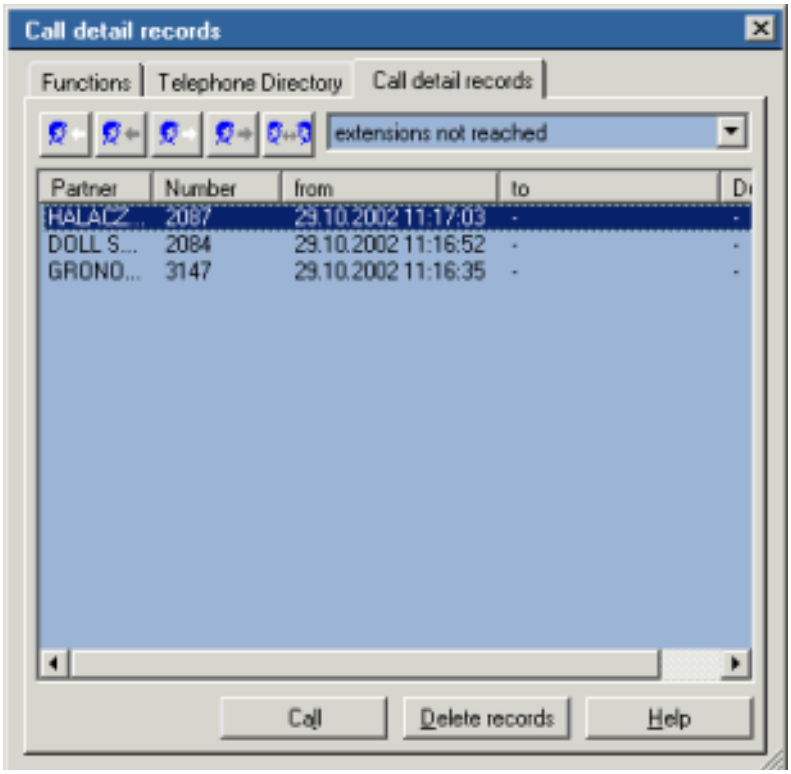
C J) **Call Lists**) . .



B J J .)) .) C .) . ,) .
.) . J) J) .) . J) . .

To start Call List Management in the optiClient office:

Caller- and call records **Telephone directory** .



Selecting a Call List

C L M .

Symbol	Call list
	M
	R
	E
	E
	C (= +)

A31003-G2540-A100-3-76A9, 04/2003
C 130 4.0, M

Calling a Party from a Call List

Call.

Deleting a Call List

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